Viewing and printing this document

You must have Adobe Acrobat Reader version 4.0 to properly view and print this document. This version of the Reader can be downloaded from the CLEC Web Site in the same area (IS Call Center, Job Aids, LEX) where you located this document. Follow the instructions there for installing this software.

The display properties of your monitor must be set to a minimum of 600 x 800 for the display area. If your monitor's display area is set to the minimum 480 x 640 or you operate a laptop, then you must frequently use the zoom tool.

Depending on your PC's display capabilities, the graphics in this document are best viewed at a 100 percent zoom factor. To set the zoom factor, click the drop-down arrow next to the percentage number at the bottom of your screen.

The zoom value drop-down list appears. Select 100.

Those graphics featuring LEX's entire desktop need to be viewed at a zoom factor of 133 percent. To reset your zoom factor, follow the same procedure above, but select 133 from the zoom value drop-down list.

If you have any questions or problems with this document, please contact the IS Call Center at 314-235-7225.

LEX

(Lsr EXchange System)

User Guide

Southwestern Bell

PACIFIC BELL

NEVADA BELL

January 15, 2000

(LEX Version 3.5.2)

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Revision History

All revisions to this user guide since the last update on October 23, 1999 follow.

Chapter	Section	Page #'s	Detail on Revision(s)
Cover Sheet			Modified revision date to January 15, 2000 and version to 3.5.2.
Chapter 3	**Logging on to the Toolbar**	3-2	Replaced screen capture to show version 5.6.0
	Application Idle Lock	3-9	Replaced screen capture to show version 3.5.2.
	Port Window	3-41	Modified note. BA1, BA2, BLOCK1, and BLOCK2 are now active fields for Southwestern Bell.
	Loop w/Port Window	3-42	Modified note. BA1, BA2, BLOCK1, and BLOCK2 are now active fields for Southwestern Bell.
	FOC Window, FOC tab	3-58, 59	Replaced screen captures to show FOC status rather than Complete status for selected LSR.
Chapter 4	**Copying Admin info only on an LSR**	4-23	Corrected step numbering.

Chapter 1 About This Guide

Purpose

The purpose of this user guide is to aid you in learning to use the Lsr EXchange (LEX) application to process Local Service Requests (LSRs). Both experienced and inexperienced users can use it. New users may want to read the entire manual; experienced users may just need to look up a specific functionality using the comprehensive index.

Organization

This user guide is divided into the following parts:

- Revision History
- Chapter 1   About this Guide
- Chapter 2   Introduction
- Chapter 3   Getting Started
- Chapter 4   Processing Local Service Requests (LSRs)
- Appendix A   Glossary
- Appendix B   Administrator User IDs

The Revision History provides details on all changes and additions to the user guide since the last update.

Chapter 1, About this Guide, tells you the purpose of this guide, details its organization; discusses any special notes, warnings, or conventions; and directs you to related information that will aid you in processing LSRs.

Chapter 2, Introduction, discusses LEX and its installation requirements, how to connect to LEX, what the system hours and availability are, specific questions about Microsoft Windows®, and procedures for accessing LEX's online help.

Chapter 3, Getting Started, discusses the Toolbar, logging on and logging off the Toolbar and LEX, and LEX application's graphical user interface (GUI).

Chapter 4, Processing Local Service Requests (LSRs), provides you with step-by-step task-based instructions on how to perform procedures in LEX (e.g., Copying LSRs).

Appendix A, Glossary, defines many of the terms used in LEX's application, online help, or this guide with which you may not be familiar.

Appendix B, Administrator User IDs, tells you how to obtain an administrator user ID and details how to reassign LSRs from one User ID to another.

The Index at the end of this guide helps you locate information which you may have trouble finding. An effort was made to include several different index entries for each section (e.g., Copying LSRs is indexed under both "LSRs, copying" and "Copying LSRs"). By scanning both the Index and Table of Contents you can familiarize yourself with the documentation available when you first begin using LEX.

Conventions Used in the Guide

Most of the windows displayed in this guide are for Southwestern Bell local wholesale customers only. We have noted where the windows differ for Pacific Bell/Nevada Bell local wholesale customers. See your Southwestern Bell or Pacific Bell/Nevada Bell Local Service Ordering Requirements (LSOR) for more detailed information.

Icon, keyboard, field, window, tab, button, menu, and option names are in **bold**. Steps in the task-based procedures are in **bold** and numbered. Screen prints related to the step <u>follow</u> the step.

Related Information

Please direct all questions about specific order requests to your Service Representative in the Local Service Center (LSC). All system questions (i.e., access trouble, user ID and password assistance, problems with your remote connections, and so forth) should be directed to the IS Call Center at 314-235-7225.

The following additional resources are available to assist you in issuing LSRs to Southwestern Bell, Pacific Bell, and Nevada Bell. Please contact your Account Manager if you are interested in receiving one or more of them.

Southwestern Bell Additional Resources

Resource	Description
Local Service Ordering Requirements (LSOR)	Contains Local Service Requests (LSR) field definitions and usage requirements.
Universal Service Order Code (USOC) Manual	Provides Common Language Codes for the interchange of requests between the local wholesale customer and Southwestern Bell.
Universal Service Order Practice (USOP)	Defines Field Identifiers (FIDs) which specifically identify data entries or convey specific instructions.
Telecommunications Service Priority (TSP) Service Vendor Handbook	Provides information and requirements for TSP services.
Directory Matters Reference Guide (DMRG)	Reference guide for directory services.
CLEC Facility-Based Handbook	Provides information and requirements for interconnection services Operational Support Systems (OSSs), Unbundled Network Elements (UNE), and other options available from Southwestern Bell to facility-based local wholesale customers for the purpose of providing telecommunications services.
Carrier Coding Guide, Tab 10-Network Channel (NC), Network Channel Interface (NCI) Job Aid	Provides a series of codes that specify the type of channel and technical interface required by the local wholesale customer to meet end-to-end needs.
Local Exchange Routing Guide (LERG)	Provides specific switch information and functionality (i.e., Common Language Location Identifier (CLLI), NPA-NXX, and ISDN capabilities).
Exchange Company Circuit Identification (ECCKT) Job Aid	Shows ECCKT formatting criteria.
CLEC Web Site	Access to LEX User Guide online.

Pacific Bell/Nevada Bell Additional Resources

Resource	Description
Local Service Ordering Requirements (LSOR))	Contains Local Service Requests (LSR) field definitions and usage requirements.
Carrier Coding Guide, Tab 10-Network Channel (NC), Network Channel Interface (NCI) Job Aid	Provides a series of codes that specify the type of channel and technical interface required by the local wholesale customer to meet end-to-end needs.
CLEC Facility-Based Handbook	Provides information and requirements for interconnection services Operational Support Systems (OSSs), Unbundled Network Elements (UNE), and other options available from Pacific Bell and Nevada Bell to facility-based local wholesale customers for the purpose of providing telecommunications services.
Master Street Address Guide (MSAG)	Reference guide providing street address information.
CLEC Web Site	Access to LEX User Guide online.

Chapter 2   Introduction

Overview

Southwestern Bell, Pacific Bell, and Nevada Bell offer local wholesale customers an online system to create and submit Local Service Requests (LSRs). That system is the Lsr EXchange System or LEX. A local wholesale customer can order both Resale and Unbundled Network Element (UNE) services through LEX.

Today, online capture of LSRs simply makes good business sense. It creates more accurate documents and shortens the implementation time for orders. We undertook this software development because we realized that some local wholesale customers do not have the information systems infrastructure to do it on their own. LEX can also be an interim solution for local wholesale customers who are developing their own software.

LEX uses graphical user interface (GUI) windows modeled after existing LSR forms. These forms conform to the national standards contained in the Local Service Ordering Guidelines (LSOG). For detailed information about form and field usage, refer to the Southwestern Bell or Pacific Bell/Nevada Bell Local Service Ordering Requirements (LSOR).

While LEX retains all the information from the existing LSR, that information extends over several tabbed windows. For example, individual windows exist for the administrative, billing, contact, remarks, hunt group, service, and end user sections of the LSR. Also, individual tabbed windows exist for the administrative, billing, contact, remarks, service/delivery, and listing/caption sections of the Directory Service Request (DSR). You can view any of these windows by clicking individual folder tabs.

LEX is part of our Operational Support Systems (OSSs) and is Year 2000 ready. As such, it works together with other components to distribute service requests to the necessary business units, coordinates installation and provisioning of activities, and provides tracking throughout the service order process. LEX immediately sends the LSRs you've issued to our OSSs.

Installation Requirements

Software Requirements

LEX, a 32-bit application, runs in the Windows® 95™ or Windows NT™ environment. If you are running in Windows NT, you should be running version 4.0 with service pack 3 installed. Because a Year 2000 compliant tool supports LEX, it is Year 2000 ready. Launched from the Toolbar, LEX is accessible through dial-up or private line connections. If you have installed a private-line connection to Southwestern Bell or Pacific Bell/Nevada Bell, you will need to have a Transmission Control Protocol (TCP) stack on your PC. We recommend Chameleon 4.x, Microsoft, or Windows 95/NT. Using a different TCP stack may produce unreliable results.

Hardware Requirements

Computer	Pentium PC Compatible
RAM	16 MB or higher
Hard Drive	30 MB of available space or higher
Disk Drive	3.5 inch High Density
Monitor	VGA-compatible video driver
Modem	14,400 bps minimum; 28,880 bps recommended
Mouse	

Connecting to LEX

The gateway to Southwestern Bell is through the Competitive Local Exchange Carrier Remote Access Facility (LRAF) located in Dallas, Texas. The gateway to Pacific Bell/Nevada Bell is through the Pacific Remote Access Facility (PRAF) located in Fairfield, California. You gain access after completing a Competitive Local Exchange Carrier Application User ID Request Form with your Account Manager. Your Account Manager will facilitate the assignment of your user ID and password and will instruct you about dial-up and direct-connect access.

CLEC Web Site

The IS Call Center has a CLEC web site that provides support information to local wholesale customers who have access to our OSSs. The web site is only available through the LRAF located in Dallas, Texas for Southwestern Bell local wholesale customers and the PRAF located in Fairfield, California for Pacific Bell/Nevada Bell wholesale customers. Contact your Account Manager to establish access to this web site.

System Availability and Support

Hours of Business

LEX Hours for Southwestern Bell Local Wholesale Customers
6:00 a.m.   11:30 p.m.   Central Time (CT)   Monday through Saturday
9:00 a.m.   6:00 p.m.   Central Time (CT)   Sunday

LEX Hours for Pacific Bell/Nevada Bell Local Wholesale Customers
6:00 a.m.   11:30 p.m.   Pacific Time (PT)   Monday through Saturday
9:00 a.m.   6:00 p.m.   Pacific Time (PT)   Sunday

IS Call Center

The IS Call Center is the single point of contact to assist in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

IS Call Center Hours for Southwestern Bell Local Wholesale Customers:
(Note: off-shift hours covered by pager)

7:00 a.m.   9:00 p.m.   Central Time (CT)   Monday through Friday
8:00 a.m.   5:00 p.m.   Central Time (CT)   Saturday

IS Call Center Hours for Pacific Bell/Nevada Bell Local Wholesale Customers:
(Note: off-shift hours covered by pager)

5:00 a.m.   7:00 p.m.   Pacific Time (PT)   Monday through Friday
6:00 a.m.   3:00 p.m.   Pacific Time (PT)   Saturday

IS Call Center Phone Number	314-235-7225
IS Call Center Fax Number	314-331-1577

Questions about Microsoft Windows®

Windows is a Graphical User Interface (GUI), which means you can work with your computer by clicking buttons and dragging icons. You can also understand how the computer works by looking at its graphical display. This is better than remembering command lines that you need to type in, as in Microsoft DOS™ applications.

Windows opens rectangular areas on the screen in a document or an application. Because LEX works under the Windows environment, you can switch back and forth between a LEX window and another application's window. Also, once you've learned how to work with menus and buttons in one Windows application, you can use that knowledge in LEX.

The LEX documentation assumes you have some familiarity with Microsoft Windows 95™ or Windows NT™. The intention of the following tips is to cover a few basic principles. Please see your Microsoft Windows 95 or Windows NT user guide or online help for more detailed instructions and documentation.

Using Keyboard Shortcuts

Every menu name or command in Windows 95 contains keyboard shortcuts. You may use the shortcuts by pressing the **Alt** key plus the underlined character of the menu name or command at the same time. For example, you can activate the **File** menu by pressing **Alt**+**F**.

Many of the menu options contain other keyboard shortcuts. Once the drop-down menu has been activated, the keyboard shortcut is the underlined letter of each option. For example, once you've activated the **File** menu, you may exit the LEX application by pressing **X**. You may also use your directional arrows to move to the **Exit** option.

Pressing the **Shift**+**F1** key opens the help window applicable for the field where your cursor is located.

LEX Keyboard Shortcuts and Access Keys

LEX has many keyboard shortcuts and access keys established to aid you in typing the data for your LSRs. Some keyboard shortcuts are function keys, which are the keys at the top of your keyboard labeled **F1** through **F12**. Other keyboard shortcuts are an underlined letter under a menu name or button and **Ctrl**+letter for some menu options. An access key, which is an alphanumeric key plus the **Alt** key, activates a command in LEX and provides you with quick access to operations within LEX.

Location	Keyboard Entry	Action in LEX
Buttons across all windows and tabs	**A** or **a**	Activates the **Add** button function in all LEX windows unless the window is multi-panel and contains two **Add** buttons. For those windows, **A** or **a** activates only the left panel **Add** button function.
	C or **c**	Activates the **Copy** button function in all LEX windows unless the window is multi-panel and contains two **Copy** buttons. For those windows, **C** or **c** activates only the left panel **Copy** button function.
	D or **d**	Activates the **Delete** button function in all LEX windows unless the window is multi-panel and contains two **Delete** buttons. For those windows, **D** or **d** activates only the left panel **Delete** button function.
	+	Adds a row on the right panel in multi-panel windows.
	-	Deletes the last row on the right panel in multi-panel windows.
Button on DSR Service/ Delivery tab only	**D** or **d**	Activates the **Delivery** window in the **DSR Service/Delivery** sub-tab in the **DSR** window.
Button on DSR Listing/ caption tab only	**P** or **p**	Activates the **Caption** window in the **DSR Listing/Caption** sub-tab in the **DSR** window.
Fields	**Shift**+**F1**	Provides field-level help for active field.

Location	Keyboard Entry	Action in LEX
In-box	**F6**	Places your cursor in the in-box. Use your arrow keys to move up and down.
File Menu	**Alt+F**	Activates the **File** menu.
	Ctrl+N	Activates the **New LSR** dialog box.
	Ctrl+S	Saves data entered for an LSR.
	Alt+F, then **C**	Closes desktop window in the application.
	Alt+F, then **P**	Activates the **Print** options under the **File** menu.
	Alt+F, then **X**	Closes LEX application (after prompt).
	Ctrl+R	Activates the **Print Forms** dialog box.
	Ctrl+B	Prints your in-box.
	Ctrl+P	Prints your desktop screen.
Edit Menu	**Alt+E**	Activates the **Edit** menu.
	Ctrl+X	Cuts highlighted data from a field and places it on your clipboard.
	Ctrl+C	Copies highlighted data from a field and places it on your clipboard.
	Ctrl+V	Copies highlighted data from your clipboard into the selected field.
	Ctrl+A	Selects all data in the field where your cursor is placed.
View Menu	**Alt+V**	Activates the **View** menu.
	Alt+V, then **S**	Activates the **Select LSR by** option.
	F5	Activates the **Select LSR by Alternate User ID** dialog box.
	Alt+V, then **V**	Activates the **View Errors** option.
	F3	Opens the **Search** dialog box.
Actions Menu	**Alt+S**	Activates the **Actions** menu.
	Ctrl+I	Issues the selected LSR.
	Alt+S, then **T**	Activates the **Template LSR** option.

Location	Keyboard Entry	Action in LEX
	Alt+S, then **T**, then **F**	Activates the **Template LSR** option, the **Template Full LSR** selection.
	Alt+S, then **T**, then **A**	Activates the **Template LSR** option, the **Template Admin Info** selection.
	Alt+S, then **C**	Activates the **Copy LSR** option.
	Alt+S, then **C**, then **F**	Activates the **Copy LSR** option, the **Copy Full LSR** selection.
	Alt+S, then **C**, then **A**	Activates the **Copy LSR** option, the **Copy Admin Info** selection.
	Alt+S, then **U**	Opens the **Supplement LSR** options under the **Actions** menu.
	Ctrl+L	Cancels the selected LSR.
	Alt+N	Supplements the selected LSR (sup type 2) allowing a new **DDD** to be entered for an LSR in Issued, Processed, or FOC status.
	Ctrl+Shift+O	Supplements the selected LSR (sup type 3) allowing changes to be made to an LSR in Issued, Processed, or FOC status.
	Ctrl+F	Clears optional forms where applicable.
	Alt+S, then **D**	Opens the **Delete LSR** options under the **Actions** menu.
	Alt+S, then **D**, then **p**	Activates the **Delete LSR** option, **Selected LSR and prior versions** selection.
	Ctrl+D	Deletes the selected LSR only.
	Ctrl+E	Allows user to process errors on a PON by supplementing the selected LSR version in error status and changing its status to worked.
	Alt+S, then **R**	Activates the **Set in-box Refresh Rate** option.
	Alt+S, then **E**	Activates the **Process Errors** option.
Help Menu	**Alt+H**	Activates the **Help** menu.
	Alt+H, then **H**	Activates the **Help Topics** options, displaying the **Contents**, **Index**, and **Find** tabs.

Location	Keyboard Entry	Action in LEX
	Alt+**H**, then **V**	Opens the current help Read Me File that outlines the updates to the application in the last release.
	Alt+**H**, then **A**	Opens a window displaying the latest release number and information for contacting the IS Call Center.

For Windows standard shortcut key information, type "Keyboard Shortcuts" in your Windows help **Index**.

Using the Mouse

In Windows applications, you use your mouse to maneuver your pointer around the application. You may use your mouse to:

Point	Move the pointer to a specified place on your screen.
Click	Press and release your mouse button.
Drag	Hold down your mouse button, move the mouse while holding button down, then release the mouse button.
Double-click	Press and release your mouse button twice in rapid succession.

Your primary mouse button is the left button on your two-button mouse. If you are left-handed, you may switch your buttons in your Windows **Control Panel** and move your mouse to the left side of your workstation.

Your mouse pointer displays differently depending on where it is in your window.

⬦	The standard pointer displays as an arrow pointing up and slightly to the left.
↔	When you move your pointer close to the edge of a moveable window or column, it changes to a two-headed arrow. You may size your columns in the In-box, Process Errors display, and View Error window.
I	A blinking I-beam indicates you've entered a text area, such as a field in an LSR window in LEX.
⧗	An hourglass denotes that the program is busy.

Field, Button, and Window Tab Sequences in LEX

General Information about All LEX Windows

- When tabbing into an active data field, LEX positions your cursor on the first character in that field.
- When **Add** and **Delete** buttons appear on a window, the tab sequence is **Add** first, then **Delete**.
- When **Add**, **Copy**, and **Delete** buttons appear on a window, the tab sequence is **Add** first, then **Copy**, then **Delete**.
- VCR buttons , where applicable, are not included in the tab sequence.
- When a window has no **Add**, **Copy**, or **Delete** buttons, the tab sequence proceeds from the last active field to the window tab, then the sub-tab, then back to the first active field for that window.

Information about Windows containing Lists of Items only

- To activate the **Add** button, press **Tab** after typing data for the last active field in an item.
- To add a new item line, press **Tab**, then **Enter** after typing data for the last active field in an item. LEX adds a new line to the list and positions your cursor in the first active field.
- To activate the **Delete** button, press **Tab** twice after typing data for the last active field in an item.
- To delete an item, press **Tab** twice, then press **Enter** after typing data for the last active field in an item.

Split-Panel Windows

Hunt and End User Disconnect windows

Tabbing from the last data field in the left panel positions your cursor in the first active data field in the right panel. Tabbing from the last data field in the right panel activates the **Add** button on the right. Tabbing from the last button on the right activates the **Add** button on the left.

Service windows

Tabbing from the last data field in the left panel positions your cursor in the first active radio button in the right panel. Tabbing in the left panel proceeds from the last data field, where applicable, to the **Add** button. To keyboard to the right panel, type + to activate the **Add (+)** button on the right.

Windows with only one active field

For single-panel windows with only one active field (such as the **Remarks** window), tabbing proceeds to the tab, then the sub-tab after the active field.

Working with List Boxes

In a list box, you enter information by selecting from a list of choices. In LEX, a list box is a field with a drop-down arrow attached that when clicked opens the list. It also represents an area containing many records that you may need to scroll through to view completely.

Fields that use drop-down list boxes have a downward-pointing arrow. When you click the arrow, known as the drop-down arrow, you can view the contents of the list box. The list box displays choices defined in the LEX database tables. By providing a list box, the application enables you to scroll through a list of values and choose the correct value without having to remember what values go in specific fields.

Although you can scroll through a list of choices, you often know the information you want in the field. In this case, you want the quickest possible means of entering the information. Instead of clicking the drop-down arrow to open the list box, you can type directly into the field. As you type characters the list box scrolls. For example, if you want to select the state of Missouri from the list box, type **M** and the list box will scroll to Maine, the first state beginning with the letter of M. Then, when you type **M** again, the list box scrolls to the next state beginning with M. Continue to type **M** and when the field displays Missouri, you can tab to the next field. This is particularly helpful on longer lookup fields where you only need to type your first character one or two times and the value you need will display.

Your in-box is also a type of list box. Sometimes you need to scroll top to bottom to see all the information contained in your in-box. Clicking a column heading sorts the in-box items by the value for that column. For example, if you are searching for an LSR and you click the **PON** column, it will sort by **PON**. Clicking the **PON** column heading again reverses the sort (i.e., from ascending to descending).

All columns in list boxes are sizable. That includes your in-box, **Search Results** window, **Jeopardy** tab, and LSR Error list on the **Error** tab. When you move your mouse pointer close to the edge of a column heading in the list box, it changes to a two-headed arrow and you can resize the column. The next time you logoff and re-enter LEX, the columns return to their original proportions.

Note: In LEX, most drop-down choices include **(blank***) which allows you to "deselect" a value after one has already been selected.*

Selecting Icons and Activating the Toolbar

Icons are graphical elements that represent an object that you can manipulate. Our Toolbar contains an icon that allows you access the LEX application. You click icons to activate them.

The **Toolbar** desktop icon requires a double click to activate. Once activated, you log on to the **Toolbar** and from there, you have access to the LEX application.

The **Lsr EXchange** icon on the **Toolbar** requires a single click to activate. Clicking the icon logs you on to the LEX application. You must go through the **Toolbar** to get to this icon.

Note: The **Lsr EXchange** *icon for Pacific Bell/Nevada Bell local wholesale customers will have a P between the phones and will read PAC Lsr EXchange.*

Accessing Online Help

There are three levels of online help in LEX:

- Help Menu
- Field-level help
- Micro-level help

Help Menu

The **Help** menu provides access to the **Contents**, **Index**, and **Find** tabs for LEX's online help. The **Contents** tab allows you to view general topics about LEX, such as an overview of the system or the telephone number for the IS Call Center. The **Index** tab allows you to search for specific help topics. The **Find** tab searches the LEX help database for keywords or phrases.

Help Contents Tab

When you open the **Help** menu, **Help Topics** option, three tabs display: **Contents**, **Index,** and **Find**. Click the **Contents** tab to access the books and pages for LEX help.

Open books 🔷 by double-clicking the book icon. Double-click the page 🔖 to access the documentation page for that item.

How to Procedures

In addition to other help, the **Contents** tab contains all of the task-based procedures listed in this User Guide in Chapter 4. They are available in the **How to**… section. When you've selected a **How to…** procedure, it stays on top while you perform the steps.

1. **From the Help menu, choose Help Topics. The Help Topics: LEX ONLINE HELP dialog box opens displaying the Contents, Index, and Find tabs.**

2.   **Click the Contents tab, if necessary.**

3.   **Highlight the How To… book** **on the Contents tab, and then click Open.**

4. **Continue to highlight books within the How to… book, then click Open until you reach the procedure you want.**

5. **A procedure can be recognized by a page with a question mark in it** **. Highlight the procedure you want and click Open.**
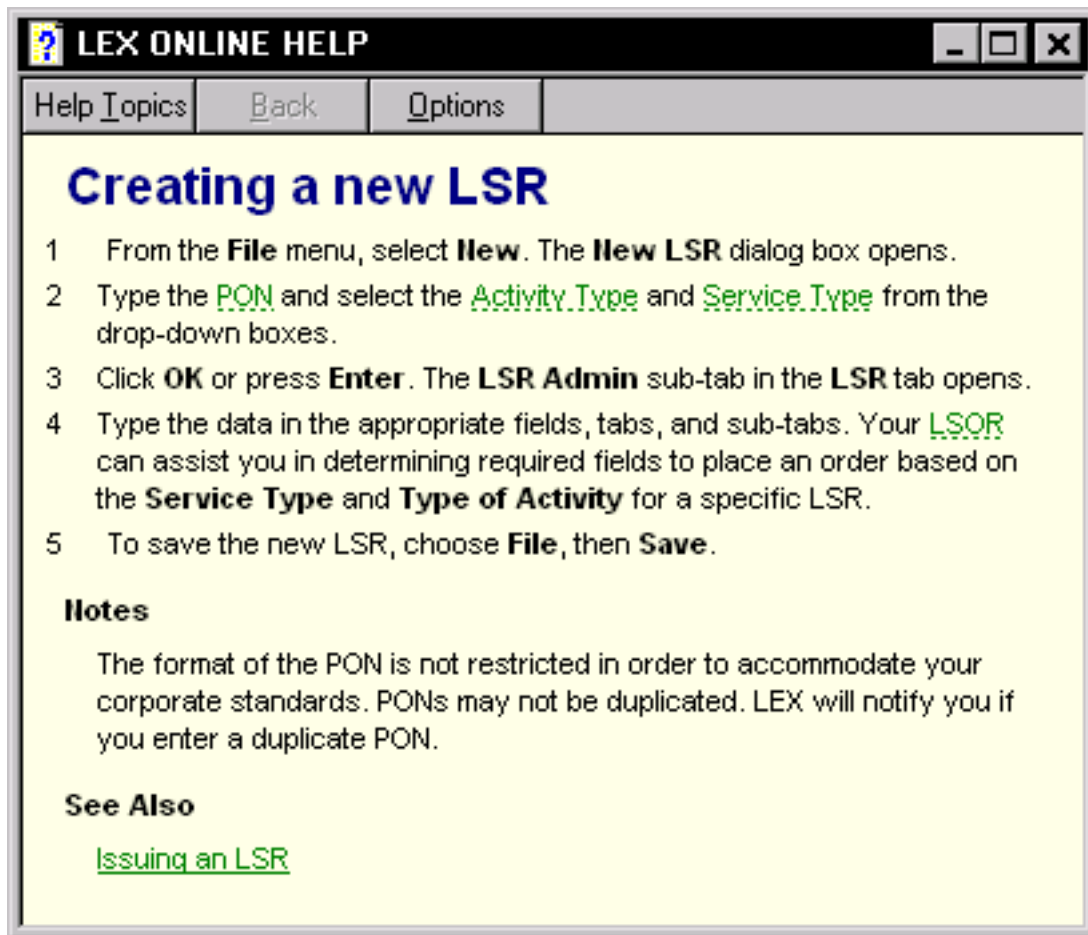
Note: Green text with dotted lines provides pop-up definitions of the underlined terms when clicked. Pop-up definitions do not take you to another topic. Click in the topic after viewing to disable the pop-up.

Green text with a solid underline, when clicked, takes you to another topic, usually another procedure. You can move back to your original topic by clicking the **Back** *button below the title bar.*

Help Index Tab

When you open the **Help** menu, **Help Topics** option, three tabs display: **Contents**, **Index,** and **Find**. Click the **Index** tab to access the Index entries for LEX help.

Help Find Tab

When you open the **Help** menu, **Help Topics** option, three tabs display: **Contents**, **Index,** and **Find**. The LEX **Find** tab allows you to perform a complete search of the LEX database using words or phrases.

1. **Click the Find tab. The Find Setup Wizard window opens.**
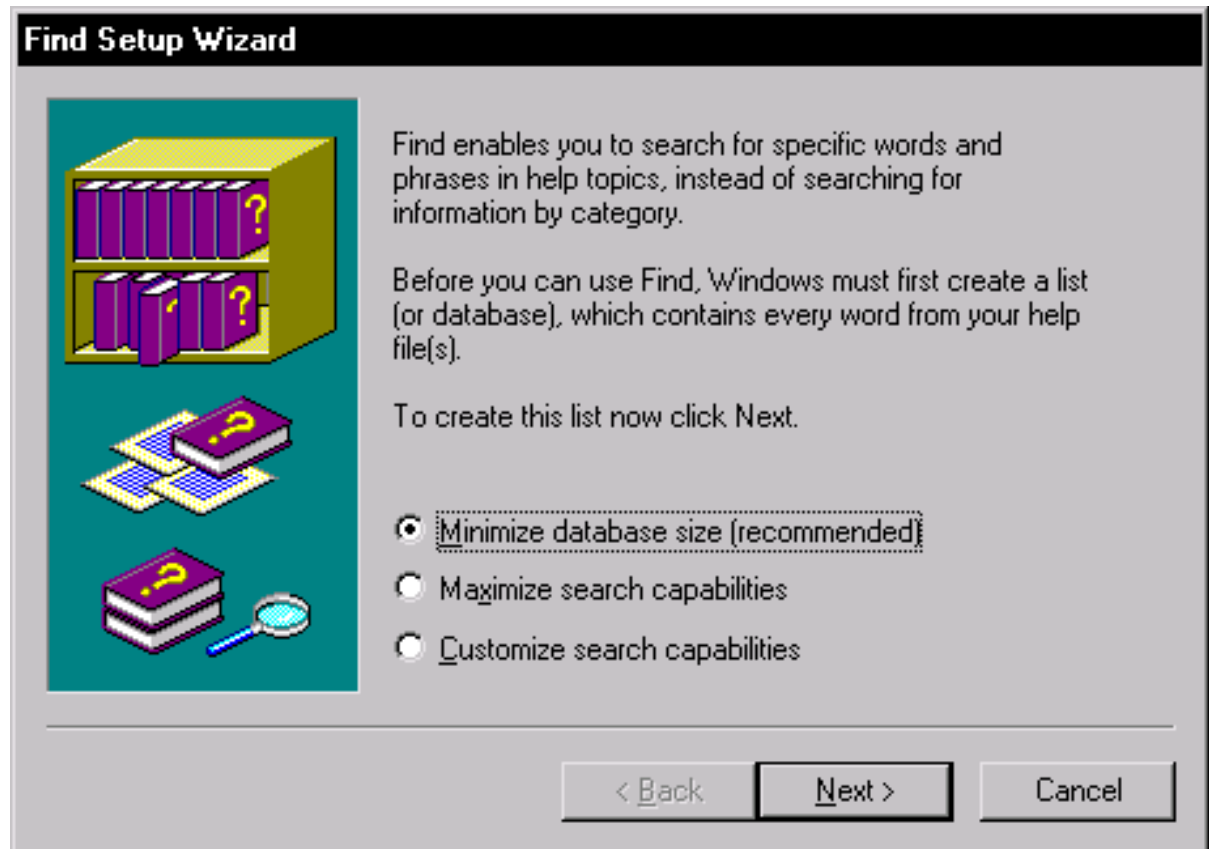
Note: Once you've built your Find database from the LEX help, you will not need to complete steps 2 and 3 again until the next time LEX has a downloadable release.

2. **Accept default settings and click Next>. The Find Setup Wizard will prompt you with the following window.**

3. **Click Finish. The Help system will create the Find database and display the LEX ONLINE HELP dialog box showing the Find tab.**

Field-level Help

Finding Help for Active Fields

To access LEX field-level help for active fields (fields not grayed) place your mouse pointer in the data field and press **Shift**+**F1**. LEX then displays the field definition, its data characteristics, valid entries for that field, one or more examples, and any notes that might be useful in entering your data. Field-level help matches the LSOR fields in most cases and is updated with the LSOR updates. It also may contain notes specific to LEX for that field.
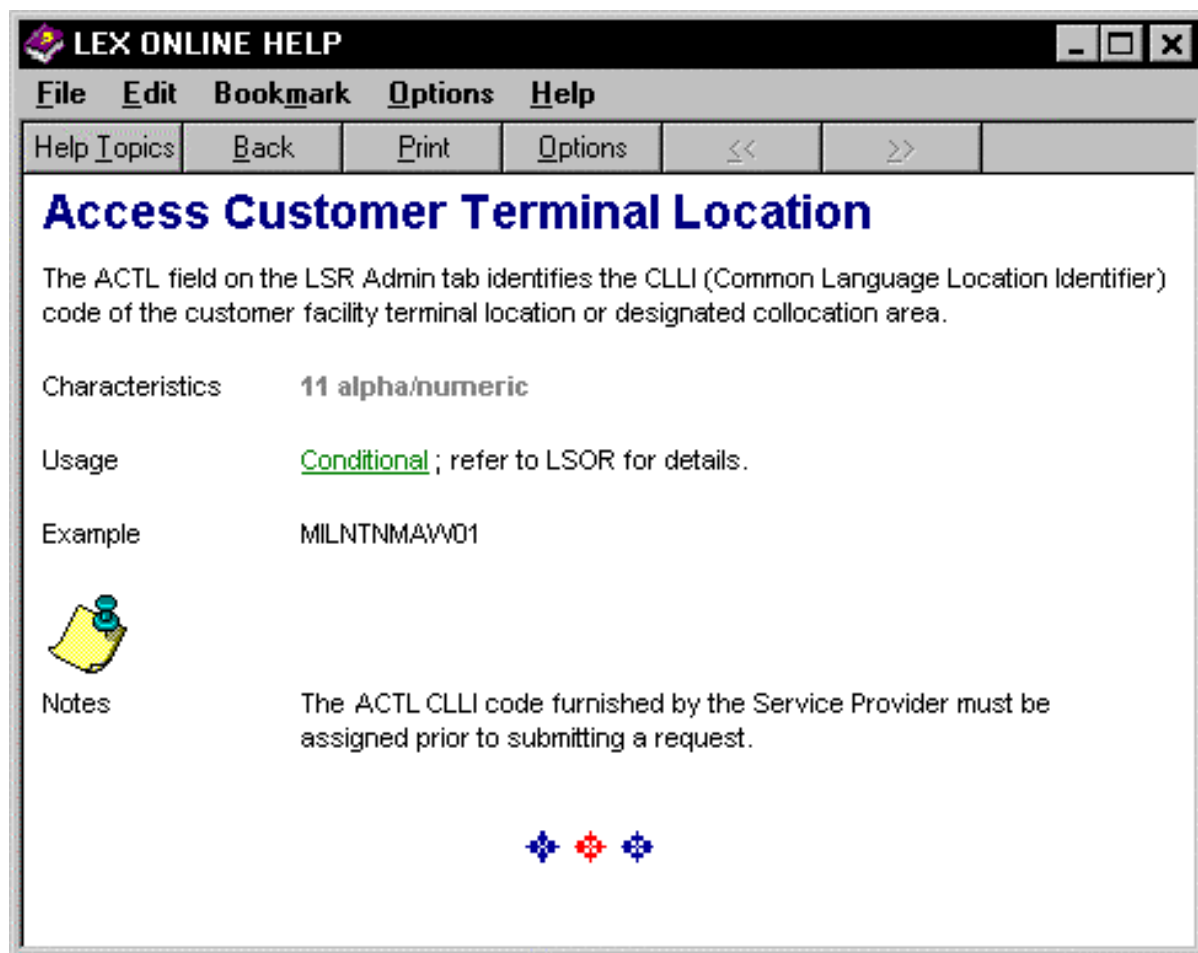
Finding Help for Inactive Fields

Along with help for active fields, LEX contains help for fields that are inactive (grayed out). You must go to the **Help** menu to view the help for these fields.

1. **From the Help menu, choose Help Topics. The Help Topics: LEX ONLINE HELP dialog box opens displaying the Contents, Index, and Find tabs.**

2.   **Click the Find tab. The Find tab displays.**

3. **In section 1, type the search word or phrase. As you type, section 2 displays the matches found on your word or phrase and section 3 displays the topics available for those matches.**

```
┌──────────────────────────────────────────────────────────────────┐
│ Help Topics: LEX ONLINE HELP                              ? │ X    │
├──────────────────────────────────────────────────────────────────┤
│  ┌──────────────────────────────────────────────────────────┐     │
│  │ Contents │ Index │ Find │                                 │     │
│                                                                    │
│    1 Type the word(s) you want to find                             │
│    ┌─────────────────────────────────────────┐ ▼    ┌─────────┐    │
│    │Access Customer Terminal Location        │      │ Clear   │    │
│    └─────────────────────────────────────────┘      └─────────┘    │
│    2 Select some matching words to narrow your search  ┌─────────┐ │
│    ┌─────────────────────────────────────────┐ ▲      │Options..│ │
│    │ ... Location                            │        └─────────┘ │
│    │                                         │      ┌───────────┐ │
│    │                                         │      │Find Similar│ │
│    │                                         │      └───────────┘ │
│    │                                         │      ┌───────────┐ │
│    │                                         │      │ Find Now  │ │
│    │                                         │ ▼    └───────────┘ │
│    └─────────────────────────────────────────┘      ┌─────────┐   │
│                                                      │Rebuild..│   │
│    3 Click a topic, then click Display               └─────────┘   │
│    ┌───────────────────────────────────────────────────────┐ ▲    │
│    │Access Customer Terminal Location                      │      │
│    │Additional Point of Termination                        │      │
│    │Network Channel Interface Code                         │      │
│    │Secondary Network Channel Interface Code               │      │
│    │                                                       │      │
│    │                                                       │ ▼    │
│    └───────────────────────────────────────────────────────┘      │
│    ┌──────────────────────────┐  ┌───────────────────────────┐    │
│    │4 Topics Found            │  │All words, Begin, Auto, Pause│   │
│    └──────────────────────────┘  └───────────────────────────┘    │
│                                                                    │
│              ┌─────────┐    ┌─────────┐    ┌─────────┐             │
│              │ Display │    │ Print...│    │ Cancel  │             │
│              └─────────┘    └─────────┘    └─────────┘             │
└──────────────────────────────────────────────────────────────────┘
```
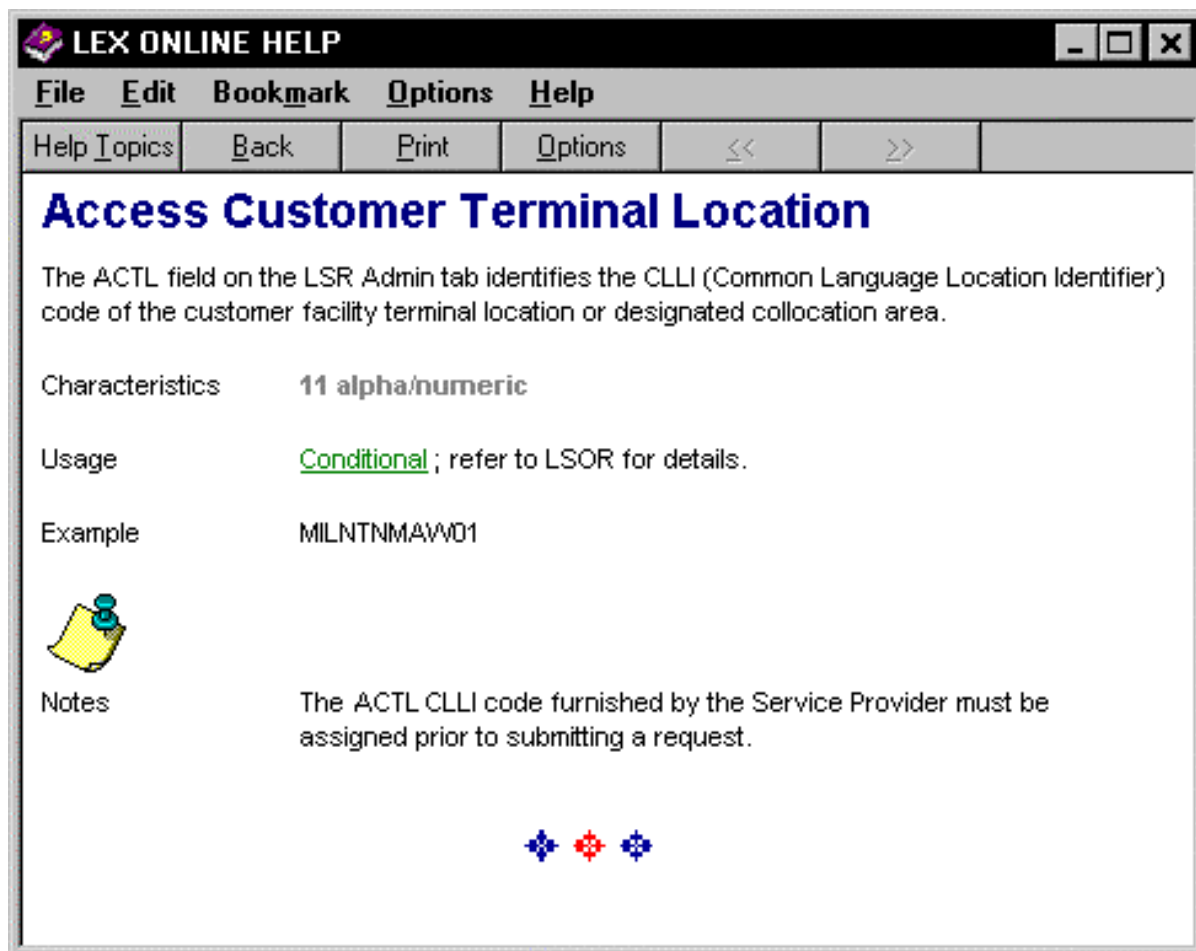
Note: You may use all lowercase letters in your search and locate an item whether it is capitalized or not, but all uppercase letters will only find matches in uppercase in the LEX database. For example, "access" finds all topics with Access and access. "ACCESS" finds no matches.

4. **Click the topic in section 3 that you want to view, then click Display. The selected topic help window opens.**

Micro-level Help

Each time you place your mouse pointer within a data field, micro-help displays at the bottom of your window. This micro-help is an expansion of the acronyms you see as headings for the fields in the various windows. For example, if your mouse pointer is in the **ATN** field in the **LSR Admin** tab in the **LSR** window, you will see **Account Telephone Number** displayed in the micro-help area at the bottom of the LEX application window.

Micro-level Help

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG, SCA,** and **SPEC**. The **SC** field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

Read Me File

Each time the LEX application has a release, a Read Me File is issued as part of the forced download of the new software. This file contains a recap of all changes included in the release. It will automatically display with the download of the new software. The file opens in your MS **Notepad**. Frequently, in **Notepad**, your Word Wrapping setting may not be enabled, causing text to scroll too far to the right. To change your settings to fix this problem, from the **Edit** menu, select **Word Wrap**. You can read the most current Read Me File by selecting the **View Read Me File** option from the **Help** menu.

Chapter 3 Getting Started

Toolbar

Software Distribution

After you have established an account with your Account Manager and requested user IDs for the application, you will receive a set of diskettes. You will use these diskettes to install the **Toolbar**. Simply insert the first diskette and select **Run** from the **Start** button on your Taskbar. Type **A:\setup** and click **OK**. Follow the instructions of the on-screen prompts. This will include specifying a directory on which to install the **Toolbar** and possibly specifying a network user ID and password, if you have chosen a dial-up connection.

If you are accessing the **Toolbar** in dial-up mode, you will need to configure your native dialer. We will provide instructions with the **Toolbar** installation package. After installing the **Toolbar**, the **Toolbar** icon displays on your desktop. If you encounter any problems during the logon procedure, contact the IS Call Center at 314-235-7225.

Logging on to the Toolbar

1. **Locate the Toolbar icon on your PC desktop.**

Toolbar

2. **Double-click the icon. The Toolbar Welcome dialog box opens.**

Welcome

Toolbar

Version: 5.6.0

User ID: lm3142

Password:

OK   Cancel

Select Region

This is a Southwestern Bell Telephone Company system restricted
to use by Southwestern Bell Telephone Company employees and its
licensed users. The system is restricted to official business and
subject to being monitored at any time. Anyone using this system
expressly consents to such monitoring and to any evidence of
unauthorized access, use, or modification being used for criminal
prosecution.

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All Rights Reserved.

3. **Type your User ID and Password and press OK. The Toolbar opens. The Toolbar connects you to our server. This server downloads the icons for the applications you can access.**

Note: Our Software Distributor automatically notifies you of new application releases through the **Toolbar**. *You must download the new release or you won't be able to logon to LEX.*

The **Lsr EXchange** *icon for Pacific Bell/Nevada Bell local wholesale customers will have a P between the phones and will read PAC Lsr EXchange.*

Logging off the Toolbar

1. **Click the Exit icon on the Toolbar.**

Note: The **Lsr EXchange** *icon for Pacific Bell/Nevada Bell local wholesale customers will have a P between the phones and will read PAC Lsr EXchange.*

Accessing LEX

The **Toolbar** provides a single point from which to launch LEX. Once you've logged on to the **Toolbar**, you can access LEX.

Launching LEX for the first time

The first time you log into LEX with your User ID, you will need to either create an LSR or view another user's LSRs. You will be prompted through the following procedure only when you launch LEX the first time or if you have no LSRs in your in-box. See *Chapter 4, Creating a New LSR*, for procedure for setting up a new LSR.

1. **Click the Lsr EXchange icon on the Toolbar.**
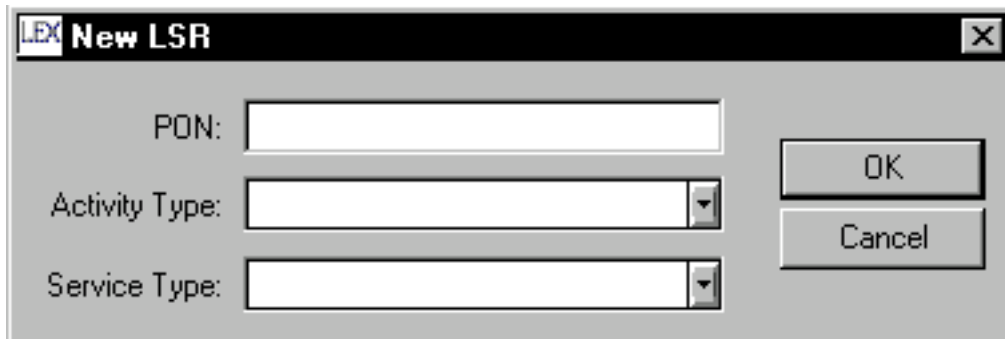
Note: The **Lsr EXchange** *icon for Pacific Bell/Nevada Bell local wholesale customers will have a P between the phones and will read PAC Lsr EXchange.*

2. **Once you've launched LEX by clicking the Lsr EXchange icon on the Toolbar, you'll receive the following message.**

3. **Click Yes to create an LSR. Click No to view another user's LSRs.**

4. **If you click Yes, the New LSR dialog box opens. Follow the *Creating a New LSR* procedure in *Chapter 4* to set up an LSR.**

5. **If you click No, you'll receive the following message.**

6. **Click Yes and the Select LSR by User ID dialog box opens. Follow the *Viewing status information for another user within your company* procedure in *Chapter 4* to view LSRs in another user's in-box.**

```
Select LSR by User ID

User ID:  [_____] [▼]

        [   OK   ]      [  Cancel  ]
```
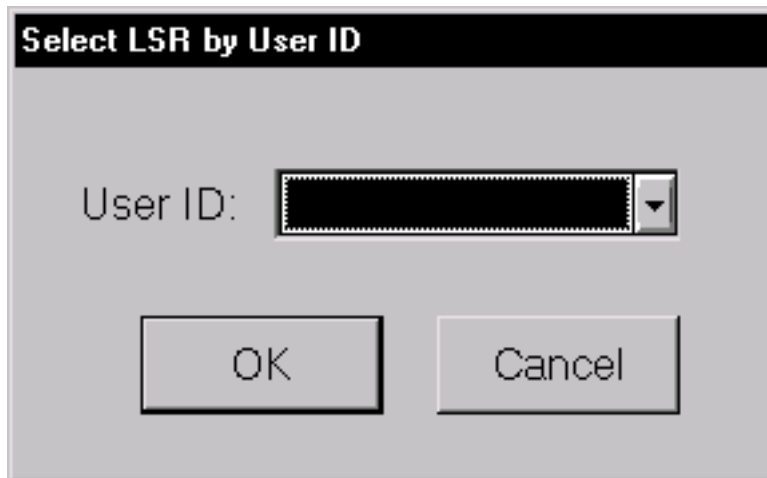
7. **Click No and the system prompts you to exit. Click No to exit; click Yes and LEX will be open, but without an in-box since you have no LSRs at this point.**

```
LSR Exchange                            [X]

  (?)    Would you like to exit the application?

              [ Yes ]    [ No ]
```

Launching LEX

1. **Click the Lsr EXchange icon on the Toolbar.**

Note: The **Lsr EXchange** *icon for Pacific Bell/Nevada Bell local wholesale customers will have a P between the phones and will read PAC Lsr EXchange.*

2. **The operating system launches the LEX application and displays the main window of the application, referred to in this user guide as the LEX desktop.**

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC**. The **SC** field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

LEX Application Idle Lock

1. If you've had the LEX application open but inactive for more than 30 minutes, you'll receive the Application Idle Lock dialog box.
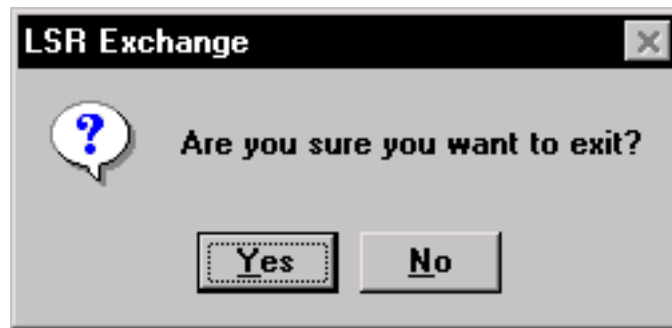
Application Idle Lock

LEX

Version: 3.5.2

Password: [   ]

[**OK**]   [**Logoff**]

This is a Southwestern Bell Telephone Company system restricted to use by Southwestern Bell Telephone Company employees and its licensed users. The system is restricted to official business and subject to being monitored at any time. Anyone using this system expressly consents to such monitoring and to any evidence of unauthorized access, use, or modification being used for criminal prosecution.

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2. You may click Logoff to exit the application or re-type your password and click OK to re-enter LEX. You will not be able to process LEX transactions until you re-enter your password.

Exiting LEX

1. From the File menu, choose Exit.

2. The LEX application prompts you with the following message. Click Yes or press Enter.

LEX Desktop

The LEX desktop consists of four main sections.

|	
Menus	The pull-down menus **File**, **Edit**, **View**, **Actions**, and **Help** allow you to create and save documents, edit them, view them, and perform various desktop functions.
In-box	The in-box contains all the LSRs under the selected user ID and their status.
LSR Area	The LSR area displays information for the selected LSR and the tab chosen.
Window Tabs & Sub-tabs	Each tab contains specific sections related to the LSR. The combination of all required information on all tabs represents an LSR.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC**. The **SC** field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*
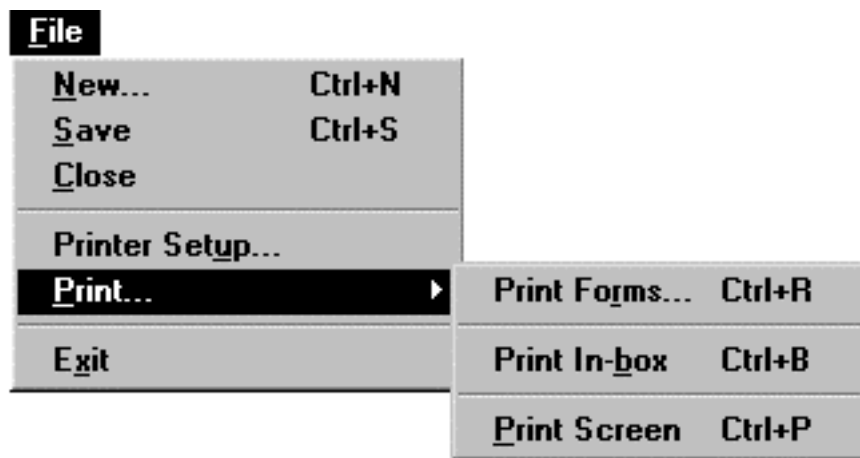
Menus

At the top of your window are the pull-down menus **File**, **Edit**, **View**, **Actions**, and **Help**. These menus allow you to create and save documents, copy and paste, edit them, view them, and perform various desktop functions. See *Chapter 4, Processing Local Service Requests (LSRs)*, for step-by-step procedures for executing menu options.
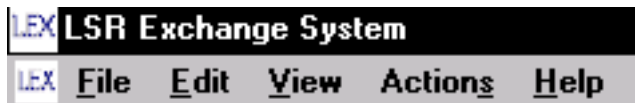
File Menu Options

New

The **New** option allows you to set up new LSRs. See *Chapter 4, Processing Local Service Requests (LSRs), New LSRs,* for more information.

Save

The **Save** option allows you to save changes to current LSRs or data for new LSRs. See *Chapter 4, Processing Local Service Requests (LSRs), Saving your work*, for more information.

Close

The **Close** option allows you to close LEX's desktop without exiting the application. If you've been working on an LSR and haven't saved your changes yet, LEX will ask you if you want to save your changes before it closes the desktop.

Printer Setup

Currently, LEX's **Printer Setup** option has the same printing functionality as that of Microsoft Windows®. For detailed instructions for setting up your printer, printing documents, viewing documents waiting to be printed, changing your printer settings, and troubleshooting printing problems, see the Table of Contents in your Windows 95 application's Online Help. See *Chapter 4, Processing Local Service Requests (LSRs), Setting up your printer*, for more information.

Print

LEX contains three print options: **Print Forms**, **Print In-box** and **Print Screen**.

Print Forms

LEX's **Print Forms** option allows you to print one, several, or all of the forms for any LSR in your in-box. See *Chapter 4, Processing Local Service Requests (LSRs), Printing your LSR form(s)*, for more information.

Print In-box

LEX's **Print In-box** option allows you to print the contents of your in-box. LEX prints the in-box as it is sorted at the time you print it. The **Print In-box** option can also be used for printing the in-boxes of other users within your company. See *Chapter 4, Processing Local Service Requests (LSRs), Printing your in-box*, for more information.
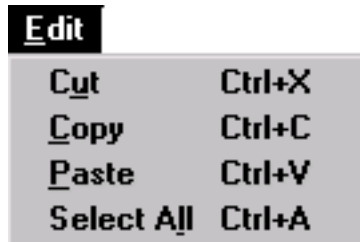
Print Screen

LEX's **Print Screen** option allows you to print the LEX desktop screen for the window and tab you are currently viewing. See *Chapter 4, Processing Local Service Requests (LSRs), Printing your LSR desktop screen*, for more information.

Exit

You may close the LEX application by selecting the **Exit** option. See *Chapter 3,Getting Started, Exiting LEX,* for more information.

Edit Menu Options

Cut

The **Cut** option removes the selection highlighted from the active field and places it on your Windows clipboard. See *Chapter 4, Processing Local Service Requests (LSRs), Cutting text from one field and pasting it in another*, for more information.
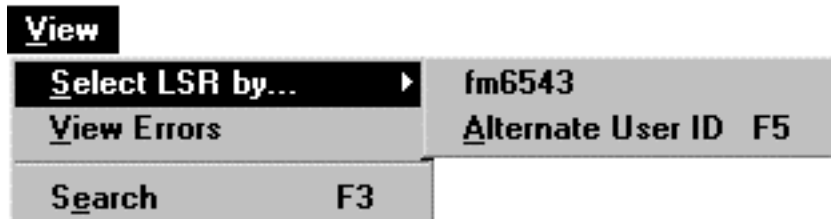
Copy

The **Copy** option copies the highlighted selection from the active field and places it on your Windows clipboard. See *Chapter 4, Processing Local Service Requests (LSRs), Copying text from one field and pasting it in another*, for more information.

Paste

The **Paste** option inserts the contents of your Windows clipboard into the active field. See *Chapter 4, Processing Local Service Requests (LSRs), Copying text from one field and pasting it in another or Cutting text from one field and pasting it in another*, for more information.

Select All

The **Select All** option highlights the contents of the active field. See *Chapter 4, Processing Local Service Requests (LSRs), Copying text from one field and pasting it in another or Cutting text from one field and pasting it in another*, for more information.

View Menu Options

```
View
  Select LSR by...      ▶    fm6543
  View Errors                Alternate User ID   F5

  Search          F3
```

Select LSR by

<Your User ID>

> Selecting this option allows you to view and work your own LSRs under your user ID. At the same time, it refreshes your in-box. See *Chapter 4, Processing Local Service Requests (LSRs), Searching for, Viewing, and Sorting LSRs,* for more information.

Alternate User ID

> Selecting this option allows you to view and work LSRs under another user ID within your **Customer Name** field (pre-populated by LEX) on the **LSR Admin** tab. After you update an LSR associated with a user ID other than your own, that LSR will then display in your in-box with your user ID. This is a backup feature for those times when an individual employee is not available and a co-worker needs access to his or her in-box. See *Chapter 4, Processing Local Service Requests (LSRs), Searching for, Viewing, and Sorting LSRs,* for more information.

View Errors

> This option works only for LSRs with Version 2 (**Ver** field) or higher created as a result of processing errors returned by our OSS systems. LSRs with errors are returned with statuses of "Fatal Error" or "Super Fatal." See *Chapter 4, Processing Local Service Requests (LSRs), Viewing and Processing LSR Errors,* for more information.

Search

> This option provides you with the ability to use a specific set of criteria to initiate a search for matching LSRs across all in-boxes in your company. *See Chapter 4, Processing Local Service Requests, Viewing and Sorting for LSRs*, for more information.

Actions Menu Options

Issue LSR

The **Issue** option allows you to issue an LSR. Issuing an LSR means you are releasing it for transmission to our OSS systems to be processed and worked. See *Chapter 4, Processing Local Service Requests (LSRs), Issuing LSRs*, for more information.

Template LSR

Template LSR ▶	Template Full LSR
	Template Admin Info

The **Template LSR** options allow you to create a template for each service type and activity combination you order, such as templates for **Loop** and **Resale** requests. These templates will save you key-entry time on high-volume ordering.

LEX zeros out the date fields in the template and copies all other data fields. The template is read-only. To use the template to create an LSR, you must first copy the template. See *Chapter 4, Processing Local Service Requests (LSRs), Copying LSRs*, for more information on copying LSRs.

Template Full LSR

This option allows you to create a template for the LSR in its entirety. See *Chapter 4, Processing Local Service Requests (LSRs), Creating and Using Template LSRs,* for more information.

Template Admin Info

This option creates a template with administrative information only (**LSR Admin**, **Billing**, and **Contact** tab data only). See *Chapter 4, Processing Local Service Requests (LSRs), Creating and Using Template LSRs,* for more information.

Copy LSR

Copy LSR ▶	Copy <u>F</u>ull LSR
	Copy <u>A</u>dmin Info

The **Copy LSR** options allow you to create a copy of another LSR. You may copy the LSR as is or copy it and change the **Activity Type**.

The **Copy LSR** option is useful when you have orders for multiple customers whom, with a few exceptions, have identical information. Also, you may use this option when an order was created under the wrong **Activity Type**. This allows a copy of the LSR to be made and the **Activity Type** changed without retyping the order.

If you've set up LSR templates, use this procedure to copy your template. See *Chapter 4, Processing Local Service Requests (LSRs), Creating and Using Template LSRs,* for more information on templates.

Copy Full LSR

The **Copy Full LSR** option allows you to copy an existing LSR or an LSR template in its entirety. See *Chapter 4, Processing Local Service Requests (LSRs), Copying LSRs*, for more information.

Copy Admin Info

The **Copy Admin Info** option allows you to copy an existing LSR or an LSR template's administrative information only (**LSR Admin**, **Billing**, and **Contact** tab data only). See *Chapter 4, Processing Local Service Requests (LSRs), Copying LSRs*, for more information.

Supplement LSR

Supplement LSR ▶	Cancel LSR	Ctrl+L
	New DDD	Alt+N
	Other Changes	Ctrl+Shift+O

The supplement feature allows the local wholesale customer to make changes to a previously issued LSR. The **Supplement LSR** options can only be performed on LSRs with the status of "Issued," "Processed," "Jeopardy," and "FOC." By selecting **Supplement LSR**, you can cancel an LSR and all its prior versions, change the desired due date, or make other modifications to the LSR. The supplement process copies the LSR, records the supplement type, and increments the version number by one. The LSR is then available for updating. See *Chapter 4, Processing Local Service Requests (LSRs), Supplementing LSRs*, for more information.

Cancel LSR

The **Cancel LSR** option allows the local wholesale customer to notify Southwestern Bell or Pacific Bell/Nevada Bell that work requested on a previously issued LSR is no longer required. When you cancel the selected LSR, LEX not only cancels that version, but also deletes all previous versions of that LSR across all in-boxes in your company. Subsequent versions of the LSR remain unchanged. LSRs awaiting response from OSSs (status of "Issued," "Processed," "Jeopardy," and "FOC") can be canceled. See *Chapter 4, Processing Local Service Requests (LSRs), Supplementing LSRs*, for more information.

LSRs in LEX not awaiting response from OSSs (status of "New," "Worked," "Complete," "Fatal Error," "Super Fatal," "Cancel FOC," "Supplement," or "Template") can be deleted. If you want to delete a PON with one of these statuses or an older version of a PON, use one of the **Delete LSR** options under the **Actions** menu. See *Chapter 4, Processing Local Service Requests (LSRs), Deleting LSRs*, for step-by-step procedures.

New DDD

The **New DDD** option allows you to modify the desired due date and Remarks on an LSR with a status of "Issued," "Processed," "Jeopardy," and "FOC." See *Chapter 4, Processing Local Service Requests (LSRs), Supplementing LSRs*, for more information.

Other Changes

The **Other Changes** option allows you to modify any information on an LSR with a status of "Issued," "Processed," "Jeopardy," and "FOC." See *Chapter 4, Processing Local Service Requests (LSRs), Supplementing LSRs*, for more information.

Clear Optional Forms

The **Clear Optional Forms** option allows you to clear all data from one or more optional forms based on the **REQTYP** (Requisition Type) and **ACT** (Activity Type) of the selected LSR. This option is enabled only for LSRs with a status of "New" that have never been issued, have a supplement code of 3; or were created as a result of processing errors. When you select this option, only those forms that are optional for the selected LSR will be available to clear. See *Chapter 4, Processing Local Service Requests (LSRs), Clearing Optional Forms*, for more information.

Delete LSR

Delete LSR	▶	Selected LSR and prior versions	
		Selected LSR only	Ctrl+D

LSRs in LEX not awaiting notification or confirmation from our OSSs (status of "New," "Worked," "Complete," "Fatal Error," "Super Fatal," "Supplement," "Cancel FOC," or "Template") can be deleted. If you want to delete the active LSR and prior versions or the active LSR only, use one of the **Delete LSR** options under the **Actions** menu.

LSRs awaiting response from our OSSs (status of "Issued," "Processed," "Jeopardy," and "FOC") can be canceled. If you want to cancel a PON with one of these statuses, use the **Cancel LSR** option under the **Actions** menu. See *Chapter 4, Processing Local Service Requests (LSRs), Supplementing LSRs*, for more information.

Selected LSR and prior versions

Use this option if you want to delete all versions of an LSR once it's processed error-free or when the LSR reaches its final status. The prior versions are deleted across all in-boxes within your company. See *Chapter 4, Processing Local Service Requests (LSRs), Deleting LSRs,* for step-by-step procedures.

Selected LSR only

When you use this option to delete a PON, LEX removes only the selected LSR. If the PON has other versions, either in your own in-box or the in-box of others within your company, those will remain in the LEX database. See *Chapter 4, Processing Local Service Requests (LSRs), Deleting LSRs,* for step-by-step procedures.

Rules of Deletion vs. Cancel

When you delete an LSR it removes the LSR from the LEX database only; it does not stop an LSR from being provisioned. You may only delete LSRs that are not currently awaiting notification or confirmation from our OSSs (status of "New," "Worked," "Complete," "Fatal Error," "Super Fatal," "Supplement," "Cancel FOC," or "Template").

To cancel an LSR from being provisioned and to remove that LSR from the LEX database and all OSSs, use the Supplement LSR>Cancel option. This option can be used on LSRs with the status of "Issued," "Processed," "Jeopardy," and "FOC."

LSRs with a status of "Pending" cannot be deleted or canceled.

Process Errors

The **Process Errors** option lets you fix the errors in LEX for an LSR. LEX returns two types of error status: "Fatal Error" and "Super Fatal." These error statuses on an LSR represent LSRs that have been returned to LEX from our OSS order processing systems. An LSR is returned to LEX with errors regardless of whether the errors occur in the LSR or the DSR portion of the order. Our order processing systems provide LEX with the error code, REFNUM the error resides on (where applicable), a message that explains the error, the LEX field name, and the LEX tab location for each error.

"Super Fatal" errors are errors where the **CCNA** is invalid, the **PON** is a duplicate, or the supplemental request is received before an initial request has been processed. For instructions for processing errors for both error status codes (Fatal Error or Super Fatal), see *Chapter 4, Processing Local Service Requests (LSRs), Viewing and Processing LSR Errors*.

Set In-box Refresh Rate

This option allows you to set the rate of refresh for your in-box. Each time your in-box refreshes, it updates the statuses of all your PONs. The refresh rate selections are 2 minutes, 5 minutes, 10 minutes, 15 minutes, and In-box Refresh Off. The default setting is "In-box Refresh Off." See *Chapter 4, Processing Local Service Requests (LSRs), Setting your in-box refresh rate*, for more information.

Help Menu Options

```
Help
  Help Topics
  View Read Me File
  ────────────────
  About
```

Help Topics

The **Help Topics** option displays the **Contents** dialog box for the LEX online help. From there, you can click **Search** for access to the **Index** and **Find** tabs. These tabs work exactly the same as the help for your Microsoft Windows® application. See *Chapter 2, Introduction, Accessing Online Help,* for additional information regarding LEX's online help. Also, see your Windows online help for more details on how to use these tools.

View Read Me File

The **View Read Me File** option provides all the details on application enhancements and fixes for the version of LEX you are currently running.

About

The **About** option provides the version number of LEX you are currently using. It also lists the phone number and hours for the IS Call Center.

In-box

At the top of your desktop window, below the menu bar, is the LEX in-box. Your in-box contains all the LSRs created or modified by your user ID or the alternate user ID you may be working at the time. You can use the in-box to view the status of LSRs and to move from one LSR to another.

Within the in-box, you open an LSR by highlighting and double clicking anywhere on the line that contains the LSR you want to view.

Status	PON	Ver	User ID	Last Activity D/T	End User Name	Service Type
> New	N300111004	01	fm6543	03-08-1999 04:07 PM	John Ingallsoll	Loop
New	N200111004	01	fm6543	03-08-1999 03:53 PM	ETHEL MERRYW	Unbundled Local Switching (Port)
New	N200111003	01	fm6543	03-08-1999 03:48 PM	Henderson Co.	Resale
New	N200111002	01	fm6543	03-08-1999 03:43 PM	Howard Enterprise	Number Portability (NP)

Note: When you open LEX, your LSRs are returned in Last Activity D/T order. Clicking a column heading sorts the in-box items by the value for that column. For example, if you are searching for an LSR and you click the **PON** *column, it will sort by* **PON**. *Clicking the* **PON** *column heading again reverses the sort (i.e., from ascending to descending).*

All columns in list boxes are sizable. That includes your in-box, **Search Results** *window,* **Jeopardy** *tab, and LSR Error list on the* **Error** *tab. When you move your mouse pointer close to the edge of a column heading in the list box, it changes to a two-headed arrow and you can resize the column.*

Your in-box also contains the **Activity Type** *field, which you can view by scrolling to the right, past the* **Service Type** *field.*

Status Field

The **Status** field in your in-box identifies the current status for an LSR. As LSRs move through the LEX order process, their status automatically changes. LEX immediately sends the LSRs you've issued to our OSSs. If the LSR passes edits, you will receive a status of "Processed." If not, you will receive a status of "Fatal Error" or "Super Fatal," at which time you can choose to process your errors and resubmit the LSR. Once the status has updated, you can move on to your next transaction in LEX.

Each time you open a PON, the status for that PON in your in-box changes to the current status. To update the status of all your PONs in your in-box, go to the **View** menu and choose **Select LSR by <your User ID>**. A list of LSR statuses follows. Another option would be to set your in-box to automatically refresh. See *Chapter 4, Processing Local Service Requests (LSRs), Setting your in-box refresh rate*, for more information.

Status	Description
New	An LSR that has not been issued to Southwestern Bell's or Pacific Bell/Nevada Bell's OSSs for order processing.
Template	A read-only reusable copy of an existing LSR created by using the **Action** menu, **Template** option.
Supplement	LSR for which a supplement has been created. Supplements include modifications to an LSR due date or other information and canceling an "Issued," "Processed," "Jeopardy," or "FOC" LSR.
Pending	Issued LSR in LEX that has not yet been picked up by Southwestern Bell's or Pacific Bell/Nevada Bell's OSSs.
Issued	LSR that has been picked up for processing by Southwestern Bell's or Pacific Bell/Nevada Bell's OSSs.
Processed	LSR that has been returned to LEX from Southwestern Bell's OSSs and is awaiting confirmation of the due date. Electronic requests can pass initial system edits and be manually rejected by the Local Service Center (LSC) representative.
Fatal Error and Super Fatal	LSR that has been returned to LEX from Southwestern Bell's or Pacific Bell/Nevada Bell's OSSs with errors. Southwestern Bell's or Pacific Bell/Nevada Bell's OSSs provides LEX with an error code, reference number (where applicable), error message, field name, and tab location on each error. Super Fatal errors are errors where the **CCNA** is invalid, the **PON** is a duplicate, or the supplemental request is received before an initial request has been processed.
Worked	Version of LSR for which errors have been processed.
FOC	Confirmation of the LSRs requested due date by Southwestern Bell or Pacific Bell/Nevada Bell.

Status	Description
Complete	Confirmation that the work associated with the LSR has been completed by Southwestern Bell or Pacific Bell/Nevada Bell.
Cancel FOC	Cancel confirmation on a canceled LSR.
Jeopardy	Notification(s) to the local wholesale customer when an order is in jeopardy due to facility problems. This status was previously Missed Appt for Pacific Bell/Nevada Bell local wholesale customers.

PON Field

The **PON** field in your in-box identifies the local wholesale customer's unique purchase order or requisition number that authorizes the issuance of this request or supplement. **PON**s cannot be reused if they've been processed through our OSSs. If you used a **PON** and delete it before it is processed, you may reuse it.

Ver Field

The **Ver** field in your in-box identifies the local wholesale customer's version of the request or supplement for the selected LSR. All LSR re-issuance version numbers uniquely identify the LSR from any other version.

User ID Field

The **User ID** field in your in-box identifies the person who last updated information for the LSR. You can use the in-box to view the status of all LSRs associated with your **Customer Name** field (pre-populated by LEX) on the **LSR Admin** tab. LEX automatically displays the LSRs with or last modified by your user ID.

Last Activity D/T Field

The **Last Activity D/T** field in your in-box shows the creation date or the last modification date of the LSR.

End User Name Field

The **End User Name** field in your in-box identifies the local wholesale customer's customer name.

Service Type Field

The **Service Type** field identifies the type of service requested for the LSR. The types of service available are:

- Loop
- Loop with Number Portability (Loop/NP)
- Number Portability (NP)
- Resale
- Loop with Unbundled Local Switching (Port)
- Unbundled Local Switching (Port)
- Directory Listings and Assistance

Activity Type Field

The **Activity Type** field identifies the type of activity requested for the LSR. The types of activity available are:

- New Install
- Conversion As Is
- Conversion with Change
- Restore
- Change
- Disconnect
- Records Change
- Suspend
- Outside Move
- Deny (Southwestern Bell local wholesale customers only)

LSR Windows

The main part of the LEX application is the LSR window. Each LSR has multiple sections. You view each section by clicking on the appropriate window tab. Clicking a tab opens a new window for the selected LSR.

Window Tabs

LEX contains the following window tabs:

- LSR
  - LSR Admin
  - Bill
  - Contact
  - Remarks
  - Hunt Group
- Service (tab for LSR depends on **Service Type** selected):
  - Loop
  - Loop w NP
  - NP
  - Resale
  - Port
  - Loop w Port
- End User
  - Location
  - Billing
  - Disconnect
  - Remarks
- DSR
  - DSR Admin
  - DSR Billing
  - DSR Contact
  - DSR Remarks
  - DSR Service/Delivery
    - Delivery
  - DSR Listing/Caption
    - Caption (Southwestern Bell local wholesale customers only)
- Error
- FOC
- SOC
- Jeopardy

Each LSR window tab is described on the following pages. LEX requires a minimum of fields to be input. All other fields are conditional, depending on **Service Type** and **Activity**. For details about the required field values and conditional usage, refer to your LSOR. Also, online help exists for every LEX field. See *Chapter 2, Introduction, Accessing Online Help,* for information on how to access LEX's field-level help.

LSR Window

The **LSR** window contains tabs for administrative, billing, contact, hunting (if applicable), and any remarks regarding a particular LSR.

The tabs are as follows:

- **LSR Admin**
- **Bill**
- **Contact**
- **Remarks**
- **Hunt Group**

Descriptions and screen samples for each of these tabs appear on the following pages.

Note: For more details concerning the required field values for each activity and request type, please refer to your LSOR.

LSR Admin tab in the LSR window

The **LSR Admin** tab in the **LSR** window contains general information about the LSR, as well as local wholesale customer-specific information.

Required Field	Description
DDD	Desired Due Date
CC	Company Code
SC	Service Center (Pacific Bell/Nevada Bell customers only)

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC**. The **SC** field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

Bill tab in the LSR window

The **Bill** tab in the **LSR** window contains information regarding who will be billed by Southwestern Bell/Pacific Bell/Nevada Bell for the ordered service.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR **Bill** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **BILLNM**, **SBILLNM**, **TE**, **EBD**, **EBP**, **STREET**, **FLOOR**, **ROOM**, **CITY**, **STATE**, **ZIP CODE**, **BILLCON**, and **TEL NO**.*

Contact tab in the LSR window

The **Contact** tab in the **LSR** window contains contact information for the local wholesale customer. Southwestern Bell/Pacific Bell/Nevada Bell will call these contacts if there are questions about the LSR.

Required Field	Description
INIT	Initiator Identification
TELEPHONE #	Initiator Telephone Number

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The **DRC** field is grayed on the LSR **Contact** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers.*

Remarks tab in the LSR window

The **Remarks** tab in the **LSR** window contains free-form information specific to the LSR up to 160 characters that you may enter for your records or special instructions for the LSC representative who will process this LSR. It is not a required field.

Note: The screen sample shows the field for Southwestern Bell local wholesale customers. Pacific Bell/Nevada Bell local wholesale customers should refer to the field requirements and notes for the **Remarks** *field in the Pacific Bell/Nevada Bell LSOR to populate information in the proper format.*

Hunt Group tab in the LSR window

The **Hunt Group** tab in the **LSR** window allows you to enter information particular to the hunting service for an LSR. This tab is active only for Resale, Port, and Loop with Port LSRs.

Service Window

The Service windows contain information about the type of service that you are requesting. The window tabs vary depending on the service type for the particular LSR you are viewing. The fields on each service tab contain information specific to the type of service requested.

The service tabs are as follows:

- **Loop**
- **Loop w NP**
- **NP**
- **Resale**
- **Port**
- **Loop w Port**

Descriptions and screen samples for each of these service tabs appear on the following pages.

Note: For more details concerning the required field values for each activity and request type, please refer to your LSOR.

Loop window

The **Loop** window allows you to enter information particular to this type of service. A Loop (Unbundled Local Loop) is a two-way transmission path that connects an end-user's premise to our Central Office (CO).

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. Pacific Bell/Nevada Bell local wholesale customers show the following fields active: **System ID**, **Cable ID***, and* **Chan/Pair***.*

Loop w NP window

The **Loop w NP** window allows you to enter information particular to this type of service. A Loop (Unbundled Local Loop) is a two-way transmission path that connects an end-user's premise to our Central Office (CO). Number Portability (NP) allows an end user to retain, at the same location, existing telephone numbers without impairment of quality, reliability, or convenience when switching from one telecommunications provider to another.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR **Loop w NP** tab for Pacific Bell/Nevada Bell local wholesale customers: **LNA** and **TDT**. Pacific Bell/Nevada Bell local wholesale customers show the following fields active: **BA1**, **Block1**, **BA2**, **Block2, System ID**, **Cable ID,** and **Chan/Pair**.*

*Additional fields display on the left portion of the LSR area when scrolling vertically: **RTI**, **NPTG**, **BA1**, **Block1**, **BA2**, **Block2**, **FPI**, **TC OPT**, and **TC PER**.*

NP window

The **NP** window allows you to enter information particular to this type of service. Number Portability (NP) allows an end user to retain, at the same location, existing telephone numbers without impairment of quality, reliability, or convenience when switching from one telecommunications provider to another.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR **NP** tab for Pacific Bell/Nevada Bell local wholesale customers: **LNA**, **ECCKT**, and **TDT**. Pacific Bell/Nevada Bell local wholesale customers show the following fields as active: **BA1**, **Block1**, **BA2**, and **Block2**.*

Resale window

The **Resale** window allows you to enter information particular to this type of service. Resale services are bundled services where the local Service Provider is different from the Network Provider.

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR Resale tab for Pacific Bell/Nevada Bell local wholesale customers: **CKR**, **CFA**, **TC ID**, **ECCKT**, **NIDR**, **JK Code**, **SGNL**, **Pulse**, **SDI**, **PRIBD**, **MATN**, *and* **ISPID**.

Additional fields display when the Transfer of Call button is clicked on the right portion of the LSR area: **TC ID**, **Primary**, **TC TO**, *and* **TC NAME**.

Additional fields display on the left portion of the LSR area when scrolling vertically: **ORD**, **FPI**, **PIC**, **LPIC**, **SDI**, **MATN**, **TC OPT**,**TC PER**, **JK Code**, **JK NUM**, **JK POS**, **JR**, **NIDR**, **SGNL**, **Pulse**, **BA1**, **Block1**, **BA2**, **Block2**, *and* **CFA**.

Port window

The **Port** window allows you to enter information particular to this type of service. Port (Unbundled Local Switching) is the connection from the switch to the line side of the main distribution frame, including the seven-digit line, dial tone, and associated vertical features.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR **Port** tab for Pacific Bell/Nevada Bell local wholesale customers: **SGNL** and **Pulse**. Pacific Bell/Nevada Bell local wholesale customers show the following fields active: **System ID**, **Cable ID**, and **Chan/Pair**.*

*Additional active fields display when the **Transfer of Call** button is clicked on the right portion of the LSR area: **Primary** and **TC TO**.*

*Additional fields display on the left portion of the LSR area when scrolling vertically: **Pulse**, **BA1**, **Block1**, **BA2**, **Block2**, **TC OPT**, and **TC PER**.*

Loop w Port window

The **Loop w Port** window allows you to enter information particular to this type of service. A Loop (Unbundled Local Loop) is a two-way transmission path that connects an end-user's premise to our Central Office (CO). Port (Unbundled Local Switching) is the connection from the switch to the line side of the main distribution frame, including the seven-digit line, dial tone, and associated vertical features.

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR **Loop w Port** *tab for Pacific Bell/Nevada Bell local wholesale customers:* **FPI**, **LPIC**, **SGNL**, *and* **Pulse**. *Pacific Bell/Nevada Bell local wholesale customers show the following fields active:* **System ID**, **Cable ID**, *and* **Chan/Pair**.

Additional fields display when the Transfer of Call button is clicked on the right portion of the LSR area: **TC ID**, **Primary**, **TC TO**, *and* **TC NAME**.

Additional fields display on the left portion of the LSR area when scrolling vertically: **ORD**, **Pulse**, **BA1**, **Block1**, **BA2**, **Block2**, **TC OPT**, *and* **TC PER**.

End User Window

The **End User** window provides information about the actual customer affected by this LSR.

The **End User** window contains four tabs:

- **Location**
- **Billing**
- **Disconnect**
- **Remarks**

Descriptions and screen samples for those tabs follow.

Note: For more details concerning required field values, please refer to your LSOR.

Location tab in the End User window

The **Location** tab in the **End User** window supplies address and access-related information about the end user.

Note: The **IBT** *field is active only for Southwestern Bell local wholesale customers. The* **EUMI** *field is active only for Pacific Bell/Nevada Bell local wholesale customers.*

Billing tab in the End User window

The **Billing** tab in the **End User** window contains the end-user's phone number and address information for billing.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the LSR **End User Billing** tab for Pacific Bell/Nevada Bell local wholesale customers: **EATN** and **BILLNM**.*

Disconnect tab in the End User window

The **Disconnect** tab in the **End User** window contains the number(s) to be disconnected and other relevant information.

Remarks tab in the End User window

The **Remarks** tab in the **End User** window contains any notes pertinent to this customer.

Note: The screen sample shows the field for Southwestern Bell local wholesale customers. Pacific Bell/Nevada Bell local wholesale customers should refer to the field requirements and notes for the **Remarks** *field in the Pacific Bell/Nevada Bell LSOR to populate information in the proper format.*

DSR Window

The **DSR** (Directory Service Request) windows contain the information necessary to set up or change the directory assistance and directory listing information associated with a particular LSR or customer.

The **DSR** window tabs are as follows:

- **DSR Admin**
- **DSR Billing**
- **DSR Contact**
- **DSR Remarks**
- **DSR Service/Delivery**
- **DSR Listing/Caption**

Descriptions and screen samples for each of these tabs appear on the following pages.

Pacific Bell/Nevada Bell local wholesale customers receive both a **FOC** and a **SOC** for all Requisition Type Js (DSRs only). Supplements, including type 1 cancels, are permitted.

Southwestern Bell local wholesale customers receive only a **FOC** indicating their DSRs have passed initial edits. DSRs are not available for use on **Resale** accounts. Supplements are not permitted.

Errors can be returned on any DSR whether a Southwestern Bell or Pacific Bell/Nevada Bell local wholesale customer issues it.

Note: For more details concerning required field values, please refer to your LSOR.

DSR Admin tab in the DSR window

The **DSR Admin** tab in the **DSR** window contains general information about the DSR. Many of the fields in this tab are pre-populated from the **LSR** window, **LSR Admin** tab.

Required Field	Description
EDD	Expected Due Date (Southwestern Bell only)

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed for Pacific Bell/Nevada Bell local wholesale customers: **SCD, DRPON, LSP Auth, LSP Auth Date,** *and* **LSP Auth Name**.

DSR Billing tab in the DSR window

The **DSR Billing** tab in the **DSR** window provides billing name and address information for the DSR. This tab is pre-populated from the **LSR** window, **Billing** tab.

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. All fields are grayed on the **DSR Billing** tab for Pacific Bell/Nevada Bell local wholesale customers.*

DSR Contact tab in the DSR window

The **DSR Contact** tab in the **DSR** window includes initiator information for the DSR. This tab is pre-populated from the **LSR** window**, Contact** tab.

Note: The screen sample shows fields for Southwestern Bell (SWB) local wholesale customers. The
* **EA** field (not shown here on the SWB window) is active and visible on the **DSR Contact** tab*
* for Pacific Bell/Nevada Bell local wholesale customers. The remainder of the fields are grayed*
* for Pacific Bell/Nevada Bell local wholesale customers.*

DSR Remarks tab in the DSR window

The **DSR Remarks** tab in the **DSR** window contains free form information up to 160 characters regarding the DSR that you enter for your records or special instructions to the representative who will process the request. It is not a required field.

Note: Pacific Bell/Nevada Bell local wholesale customers do not have access to this tab.

DSR Service/Delivery tab in the DSR window

The **DSR Service/Delivery** tab in the **DSR** window contains specific information regarding the actual physical location for service and delivery along with the complete address for the DSR. The **Delivery** button is active for both Southwestern Bell and Pacific Bell/Nevada Bell local wholesale customers.

Note: The **AACT** *field is gray on this tab and active on the* **Delivery** *window for Pacific Bell/Nevada Bell local wholesale customers.*

DSR Delivery window

The **DSR Delivery** window is accessed by pressing the **Delivery** button on the **DSR Service/Delivery** tab in the DSR window.

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The **DIRIDDW** *field is grayed on the* **DSR Delivery** *dialog box for Pacific Bell/Nevada Bell local wholesale customers. The following fields are grayed for Southwestern Bell local wholesale customers and active for Pacific Bell/Nevada Bell local wholesale customers:* **DIRANY**, **DIRNEWY**, **DIRANB**, *and* **DIRNEWB**. *The* **AACT** *field is active on this tab and gray on the* **DSR Service** *window for Pacific Bell/Nevada Bell local wholesale customers.*

DSR Listing/Caption tab in the DSR window

The **DSR Listing/Caption** tab in the **DSR** window contains all information required for order listings, captions, and degree of indent detail for the DSR.

Note: The **Caption** *button does not display for Pacific Bell/Nevada Bell local wholesale customers; complex captions are not supported at this time.*

The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed for Pacific Bell/Nevada Bell local wholesale customers: **WPP**, **LNPL**, **NICK**, **LASS**, **LALO**, **DIRSUB**, *and* **DLNM**. *The following fields are grayed for Southwestern Bell local wholesale customers and active for Pacific Bell/Nevada Bell local wholesale customers:* **LEX**, **STR,** *and* **PROF**.

Additional fields display when scrolling vertically: **DES**, **TL, TITLE1**, **TITLE2**, **NICK**, **LAPR**, **LANO**, **LASF**, **LASD**, **LASN**, **LATH**, **LASS**, **LALO**, **LALOC**, **LAST**, **LAZC**, **TNTL**, **TNTC**, **TNTR**, **CR**, **ITEXT**, **YPH**, **LOI**, **YPHV**, **ADI**, **DIRIDL**, **DIRSUB**, **LID1**, **LID2**, **ADV**, **STR**, **DML**, **NOSL**, **OMSD**, **TMKT**, **DLNM**, **BRO**, **PROF**, *and* **Remarks**.

DSR Caption window

The **Caption** window is accessed by pressing the **Caption** button on the **DSR Listing/Caption** tab in the **DSR** window.

```
┌─────────────────────────────────────────────────────────────────────┐
│ LEX Caption                                                      ✕   │
├─────────────────────────────────────────────────────────────────────┤
│ ALIR Sequencing (For Listing Being Requested)                        │
│ LOCNUM  SO    SEQTEXT                                                 │
│  001   │F│▼│ │Walnut Grove Office                                 │   │
│                                                                      │
│ SEQADDR                                             SEQTN            │
│ │                                              │   │(366) 433-7899│   │
│                                                                      │
│ Indent Information Section (Recap)                                   │
│ Level 0  LVL    SM    HS    HTN            HNSTN                      │
│          │0│    □    │E│▼│ │(301) 433-6542│ │              │         │
│ HADDR                                                                │
│ │                                                            │       │
│                                                                      │
│ Level (1-6)                                                        ▲ │
│ LVL   INS1  SO   SEQTEXT                                            │ │
│ │▓│▼│ │ │▼│ │ │▼│ │                                         │       │ │
│ SEQADDR                                                             │ │
│ │                                                            │       │ │
│ SEQTN          INTN         INNSTN                                  │ │
│ │(  ) -  │     │(  ) -  │   │                            │          │ │
│ INTEXT                                                              │ │
│ │                                                            │     ▼ │
│ │Row # 1 of 1│    │<<│ │<│ │>│ │>>│      │Add│   │Copy│   │Delete│    │
└─────────────────────────────────────────────────────────────────────┘
```

Note: Pacific Bell and Nevada Bell do not support complex captions at this time.

Additional fields display in the Level (1-6) area when scrolling vertically: **INADDR**.

If you issue an LSR with **Caption** *data and no* **Listing** *tab data, you may receive errors when the LSR is processed by other OSSs.*

Error Window

The **Error** window shows the errors our back-end systems have returned for correction. LEX lists each error along with the error code, reference number (if applicable), error message, field, and tab location of the error. All columns on this window are sizable. If you choose to process errors, LEX will create a new version of your LSR, incremented by one, with each window tab and field in error highlighted in yellow. You may correct the errors and resubmit the LSR.

Note: For errors at the LSR level, the **Ref Num** *column is blank. For step-by-step procedures for processing errors, see Chapter 4, Processing Local Service Requests (LSRs), Processing Errors.*

FOC Window

When an issued LSR has passed edits, been distributed by Southwestern Bell/Pacific Bell/Nevada Bell to its ordering systems, and a due date has been assigned, LEX receives a status of Firm Order Confirmation (FOC). The **FOC** tab will only be activated when an LSR has a status of FOC and/or Complete. The data on this tab is read-only.

FOC tab (all orders but Requisition Type J—DSR):

Note: The following fields can be shown by scrolling horizontally within the **REF NUM***:* **CKR, CFA, ORD, LORD, NPORD, DISC ORD, Ported #, RTI, DISC #, TER, System ID, Cable ID, Shelf, Slot, Relay Rack, Chan/Pair, Unit, PGI, DEMARC, OOR, NID, HCCODE, LNUM,** *and* **RNEX***.*

FOC tab (Requisition Type J—DSR orders only):

Note: Not shown are the **DOR**, **SQTYR**, *and* **LQTYR** *fields that can be seen by vertically scrolling in the LSR area past the* **Remarks** *field.*

The following fields can be shown by scrolling horizontally within the **REF NUM**: **CKR**, **CFA**, **ORD**, **LORD**, **NPORD**, **DISC ORD**, **Ported #**, **RTI**, **DISC #**, **TER**, **System ID**, **Cable ID**, **Shelf**, **Slot**, **Relay Rack**, **Chan/Pair**, **Unit**, **PGI**, **DEMARC**, **OOR**, **NID**, **HCCODE**, **LNUM**, *and* **RNEX**.

SOC Window

When Southwestern Bell/Pacific Bell/Nevada Bell completes the work associated with an LSR, LEX receives a status of "Complete." The **SOC** tab will only be activated when an LSR has a status of "Complete." The data on this tab is read-only.

SOC tab (all orders but Requisition Type J—DSR):

Note: Not shown is the **COMP DT** *field that can be seen by vertically scrolling in the LSR area past the* **Remarks** *field.*

The following fields can be shown by scrolling horizontally within the **REF NUM***: CKR,* **CFA***,* **ORD***,* **LORD***,* **NPORD***,* **DISC ORD***,* **Ported #***,* **RTI***,* **DISC #***,* **TER***,* **System ID***,* **Cable ID***,* **Shelf***,* **Slot***,* **Relay Rack***,* **Chan/Pair***,* **Unit***,* **PGI***,* **DEMARC***,* **OOR***,* **NID***,* **HCCODE, LNUM***, and* **RNEX***.*

SOC tab (Requisition Type J—DSR orders only):

```
LEX LSR Exchange System - [Selected PON: DSRORDER1]            _ □ ×
LEX  File   Edit   View   Actions   Help                        _ 日 ×

   Status       PON      Ver User ID  Last Activity D/T   End User Name        Service Type          ▲
  Jeopardy  N200111002   01  fm6543  03-15-1999 10:33 AM  Howard Enterprise Number Portability (NP)
> Complete  DSRORDER1    01  fm6543  03-15-1999 10:26 AM                    Directory Listings and Assistance
  Complete  N200111004   01  fm6543  03-15-1999 10:24 AM  ETHEL MERRYW Unbundled Local Switching (Port)  ▼

 ◄                                                                              ►

  CC   DSR NO           DD/TSENT          DINIT            REP              TEL NO        ▲
 7676 19990315L00003-00 03-14-1999 10:39 AM                SWBT LSC        ( )  -
  DCNF  ATN                              CHC FDT    EC VER DD       EBD        DDD
 [  ] [         ]                        □ [   ]    [   ] 03-15-1999 00-00-0000 00-00-0000
  CCNA BI1 BAN1      BI2 BAN2            DSGCON      LSP DSGCON    TEL NO
 PFV  □ [      ]    □ [      ]          [        ]  [         ]   ( )  -
  REMARKS
 [                                                                         ]
                                                                            ▼

  REF NUM        ECCKT            TN       HNUM    HID           TLI
    1                          ( ) - x   0              ( )  -
 ◄                            ►       ◄                      ►
 REF # 1 of 1        ◄◄  ◄  ►  ►►

   LSR     End User     DSR     Error    FOC     SOC    Jeopardy
 Ready
```

Note: Not shown is the **COMP DT** *field that can be seen by vertically scrolling in the LSR area past the* **Remarks** *field.*

The following fields can be shown by scrolling horizontally within the **REF NUM: CKR, CFA, ORD, LORD, NPORD, DISC ORD, Ported #, RTI, DISC #, TER, System ID, Cable ID, Shelf, Slot, Relay Rack, Chan/Pair, Unit, PGI, DEMARC, OOR, NID, HCCODE, LNUM,** *and* **RNEX***.*

SOCs are not returned for Southwestern Bell Requisition Type J orders. Note that an LSR may pass initial edits and be rejected by an LSC representative later in the process. These LSRs will receive a manual request for a supplement rather than a mechanized rejection (i.e., "Fatal Error" or "Super Fatal" status).

Jeopardy Window

The **Jeopardy** window contains information on an LSR that had a Firm Order Confirmation (FOC), but the appointment is in jeopardy due to facility problems. An LSR may have multiple jeopardies. The data on this tab is read-only. To re-schedule the LSR, perform a **Supplement LSR**>**New DDD** procedure under the **Actions** menu, then re-issue.

*Note: This tab was previously **Missed Appt** for Pacific Bell/Nevada Bell local wholesale customers.*

Chapter 4 Processing Local Service Requests (LSRs)

Online Procedures

LEX's online help contains all of the task-based procedures listed in this chapter. See *Chapter 2, Introduction, Accessing Online Help*, for more information.
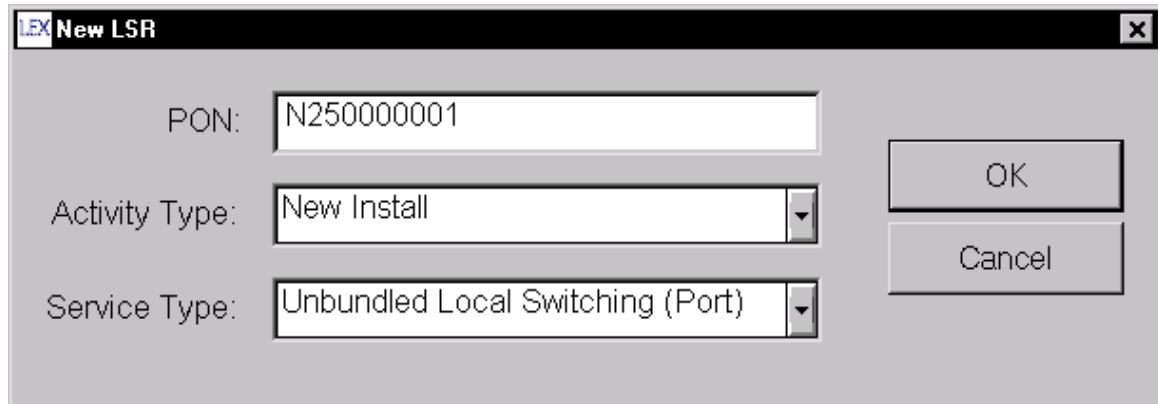
New LSRs

The first time you log into LEX with your User ID, you will need to either create an LSR or view another user's LSRs. See *Chapter 3, Launching LEX for the first time*, for the procedure to follow.

Using Verigate

You can view existing service records, verify address information, and reserve a telephone number in addition to other functions through Verigate. Verigate is another one of our OSSs created for pre-order activity. For access to Verigate, contact your Account Manager.

Creating a new LSR

1. **From the File menu, select New. The New LSR dialog box opens. Type the PON and select the Activity Type and Service Type from the drop-down boxes.**

Note: The format of the **PON** *(purchase order number) is not restricted in order to accommodate your corporate standards.* **PON***s may not be duplicated. LEX will notify you if you enter a duplicate* **PON***.*

2. **Click OK. The LSR Admin tab in the LSR window opens. Note that LEX inserts the new PON within the current in-box sort order and the Port tab is active.**

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC**. The SC field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

3. **Type the data in the appropriate fields. Your Local Service Ordering Requirements (LSOR) can assist you in determining required fields to place an LSR based on the Service Type and the Type of Activity for your LSR. See** *Chapter 1*, *About This Guide*, *Related Information*, **for details.**

4. **To save the new LSR, choose File, then Save. See** *Issuing LSRs* **in this chapter for procedures for issuing your LSR.**

Editing LSRs

LEX's **Edit** menu allows you to select, cut or copy, and paste field information from one field to another. This feature is especially helpful when you are using our Verigate system and want to copy existing service and address information. The data must be selected by double clicking or using the **Select All** option before the **Copy** and **Cut** options become active on your **Edit** menu. You must copy the data one field at a time.

Copying text from one application to another

You can copy existing service and address information from Southwestern Bell's Verigate system and paste it into the appropriate fields in LEX.

1. **Close all Windows applications currently running on your PC.**

2. **Logon to the Toolbar (see** *Chapter 3, Getting Started, Logging on to the Toolbar***). The Toolbar opens.**
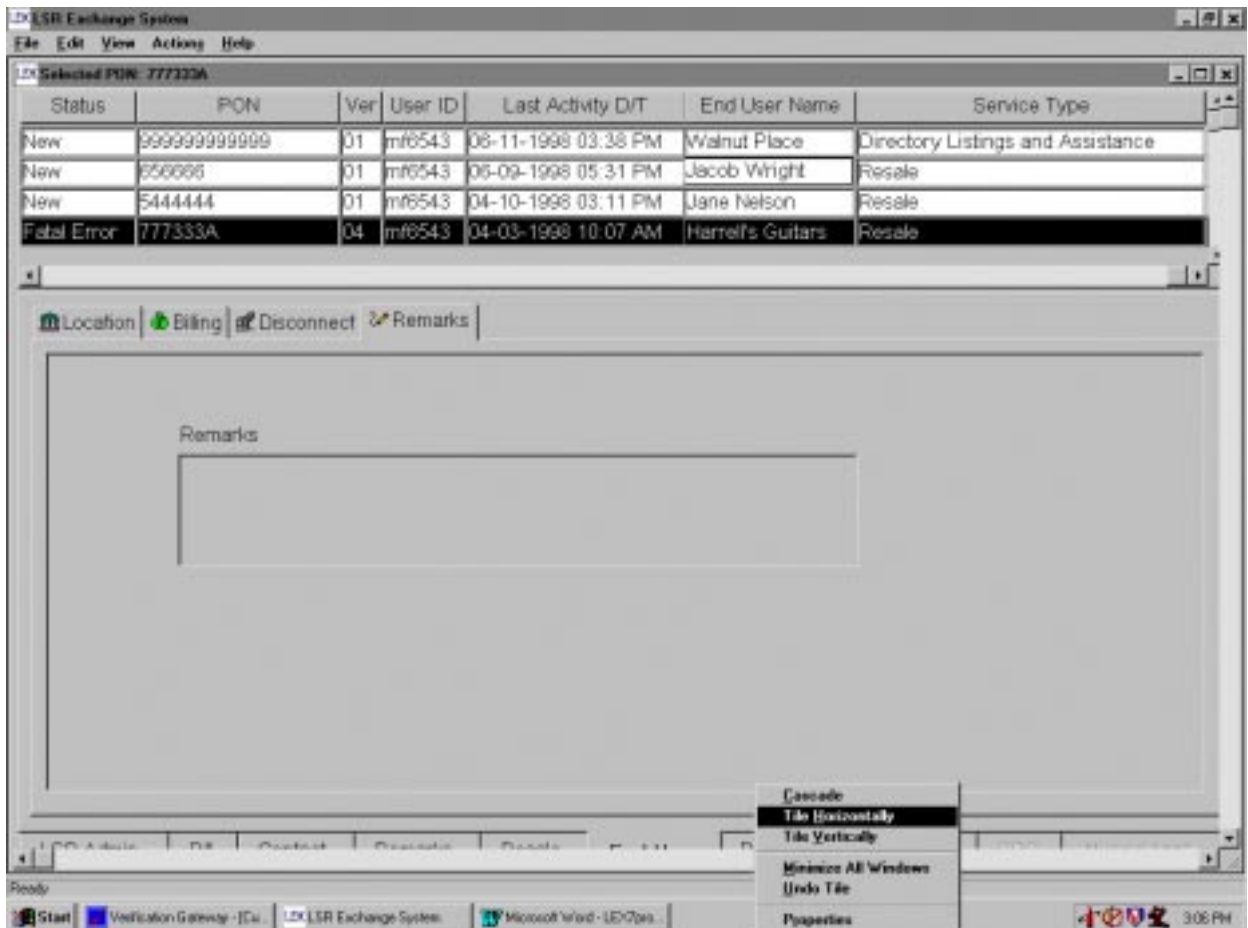

3. **Open both applications. In the Toolbar shown in step 2, click the SWB Lsr EXchange icon for LEX and the Verification Gateway icon for Verigate.**

4. **Maximize both applications. The Maximize button is the middle button of the three buttons appearing in the upper right-hand corner of every Windows application.**

5.   **Close the Toolbar.**

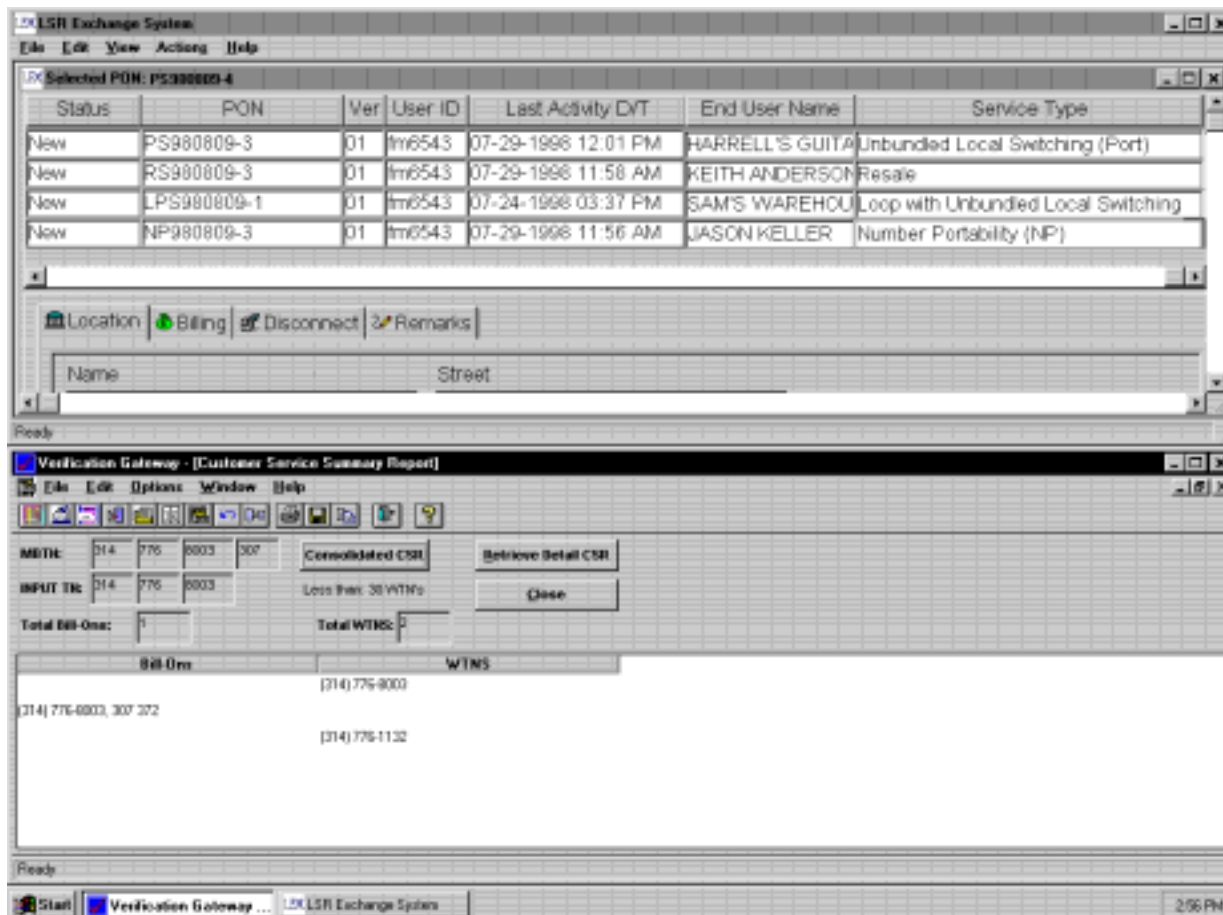6.   **In your Windows Taskbar area (at the bottom of your screen), right click your mouse in the gray area.**

7. **Select the Tile Horizontally option. Both applications will display as shown below. You may work in either application.**

Note: If you have more than the LEX and Verigate applications open when you perform this step, all open applications will tile horizontally. If this happens, close the other applications and repeat steps 6 and 7.

Copying text from one field and pasting it in another

You may copy data from field to field within LEX or from fields outside LEX (e.g., Verigate) to LEX. Be certain the fields represent the same information. For example, if the street address is separated by number and street name, you won't want to paste the entire street number and name in the street name field.

1. **Place your cursor in the field you want to copy.**

2. **Double-click to highlight all data in the field.**

3. **From the Edit menu, select Copy. This places a copy of the field's data on your clipboard.**

4. **Place your cursor in the field where you want to paste the data.**

5. **If the field is not blank, double-click. This highlights all data in the field.**

6. **From the Edit menu, select Paste. This places the data on your clipboard in the field. You can paste the data multiple times.**

Note: You may use keyboard shortcuts to copy and paste data. For shortcut key information, go to your Windows help Index and type "Keyboard Shortcuts."

Cutting text from one field and pasting it in another

You may cut data from one field to another within LEX. Use this feature only when you want to move the data. If you want to duplicate the data, use the previous procedure, *Copying text from one field and pasting it in another.*

1. **Place your cursor in the field you want to cut.**

2. **Double-click to highlight all data in the field.**

3. **From the Edit menu, select Cut. This places the field's data on your clipboard.**

4. **Place your cursor in the field where you want to paste the data.**

5. **If the field is not blank, double-click. This highlights all data in the field.**

6. **From the Edit menu, select Paste. This places the data from your clipboard into the field. Paste replaces any data currently in the field. You can paste the data multiple times.**

Note: You may use keyboard shortcuts to cut and paste data. For shortcut key information, go to your Windows help Index and type "Keyboard Shortcuts."

Searching for, Viewing, and Sorting LSRs

Searching for LSRs

This option provides you with the ability to use a specific set of criteria to initiate a search for matching LSRs across all in-boxes in your company. You can search by **Status**, **PON**, **User ID**, **Last Activity Date** (from/to), **End User Name**, **Service Type**, **Activity Type** and/or **TN on Service Tab**. You can specify one or more of these criteria for your search.

The **Search Results** window functions the same as your in-box, in that all columns in the window are sizable and you may sort the LSRs by any of the columns. You may also print the results of your search request. See *Printing your search results* in this chapter for more information.

1.   From the View menu, choose the Search option. The Search dialog box opens.

2.   **Type your search criteria in the fields you want.**

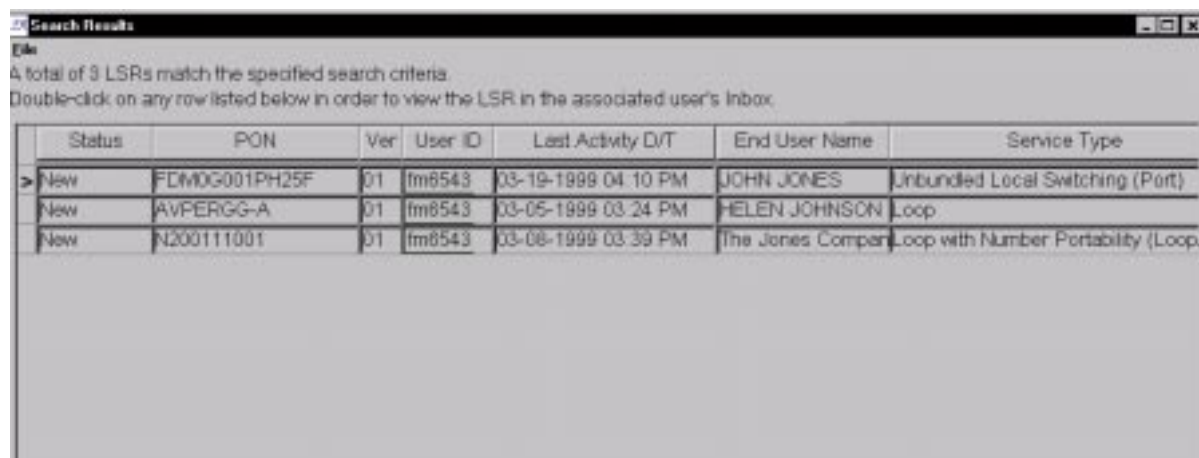*Note: When using the date field for a search, the first date entered must be less than the second
date or LEX will respond with an error.*

*An asterisk (*) has been used as a wild card in the search executed here. You can use these
wild cards for your search in any field not containing a drop-down box (**PON**, **End User
Name**, and **TN on Service Tab**). The **End User Name** field is not case-sensitive.*

*The more narrow your search criteria, the fewer LSRs will be returned in the **Search
Results** window. Wide-ranging search criteria will return large numbers of LSRs and may
affect your response time.*

3. **Click the Search button. The Search Results window opens with the LSRs matching your criteria. The Search window remains open behind this window.**

4. **Double-click an LSR to open. LEX minimizes the Search dialog box and the Search Results window at the bottom of your LEX desktop.**

Note: If you are logged onto LEX with an Administrator **User ID***, you can reassign LSRs from the* **Search Results** *window. See Appendix B for more information.*

If you edit an LSR after opening it, it moves from its current in-box to your in-box.

5. **If you want to select another LSR from your search results, maximize the Search Results window and double-click another LSR in the list.**

6. **Once finished with the LSRs in the Search Results window, close the window.**

Note: You may close the **Search** *dialog box and the* **Search Results** *window will remain open until you close it or exit LEX.*

7. **In the Search dialog box, you can either close it or maximize it to initiate another search. To initiate a new search, click the Clear button in the Search dialog box and repeat this procedure beginning with Step 2.**

Viewing the status of your LSRs

1. **From the View menu, choose Select LSR by> (your User ID). Selecting the current User ID (your User ID) refreshes your in-box with the latest updates.**

Viewing status information for another user within your company

Selecting this option allows you to view and work LSRs under another user ID within your **Customer Name** field (pre-populated by LEX) on the **LSR Admin** tab. After you update an LSR associated with a user ID other than your own, that LSR will then display in your in-box with your user ID. This is a backup feature for those times when an individual employee is not available and a co-worker needs access to his or her in-box.

1. **From the View menu, choose Select LSR by> Alternate User ID. The Select LSR by User ID dialog box opens.**

```
Select LSR by User ID

    User ID:  [                    ▼]


         [   OK   ]      [  Cancel  ]
```
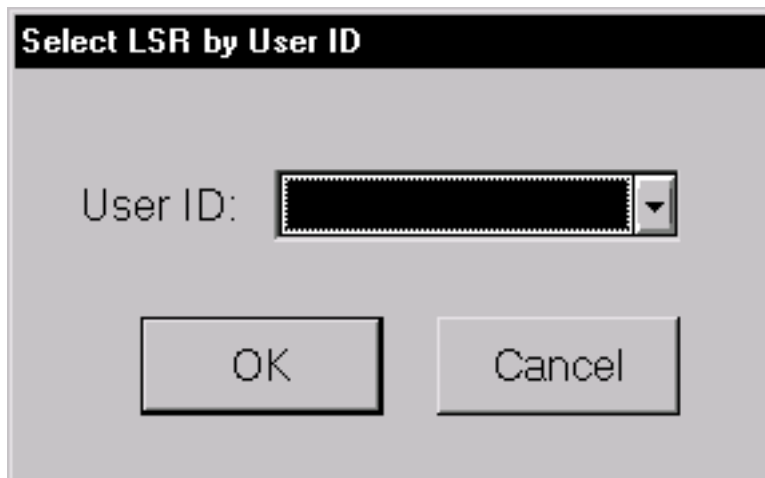
2. **Select from the drop-down list the alternate User ID from within your company, then click OK. This allows you to view and work with the LSRs for the User ID you've entered.**

Viewing an LSR

1. **Highlight the LSR you wish to view.**

2. **Double-click to open. All data on that LSR will be displayed on the appropriate tabs depending on service type.**

Sorting your LSRs

1. **Click the column heading in the in-box title bar to sort the LSRs by the field you have selected. For example, you may want to view the LSRs by Status or by Service Type.**

2. **Click again to reverse the sort order. For example, if your PONs are listed in descending order and you click the PON column heading, your PONs are resorted and listed in ascending order.**

Creating and Using Template LSRs

The **Template LSR** option allows you to create a template for each Service Type and Activity combination, such as templates for **Loop** and **Resale** requests. These templates will save you key-entry time on high-volume ordering.
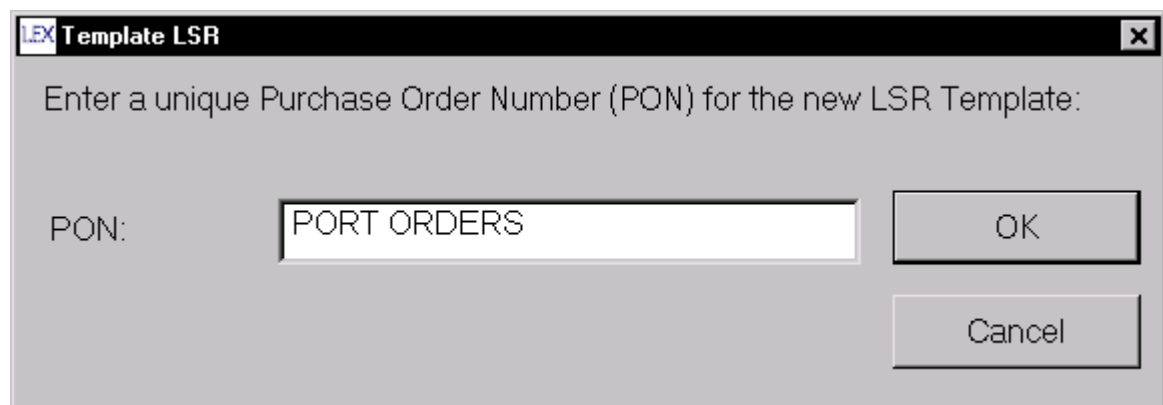
LEX zeros out the date fields in the template and copies all other data fields. The template is read-only. To use the template to create an LSR, you must first copy the template. See *Chapter 4, Processing Local Service Requests (LSRs), Copying LSRs*, for step-by-step procedures.

LEX's **Template LSR** options allows you to create two types of templates: **Template Full LSR** and **Template Admin Info**. Procedures for each follow.

Creating a full template on an LSR

This action allows you to create a template for all LSR information in its entirety. Use this function when LSRs for multiple customers are, with a few exceptions, identical.

1. **In your in-box highlight, then double-click the PON for which you want to create a template.**

2. **From the Actions menu, choose Template LSR>Template Full LSR. The Template LSR dialog box opens. Type a unique PON for the new LSR template.**

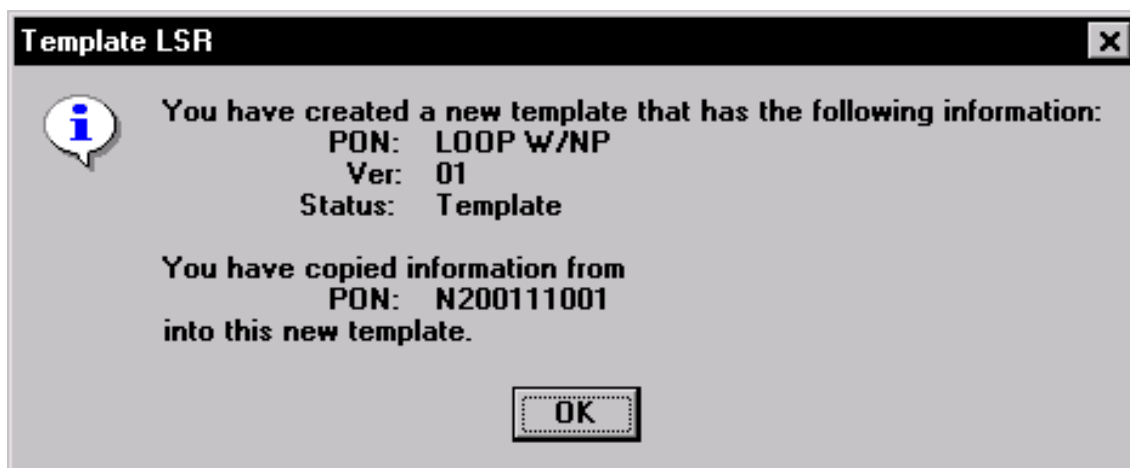3.   **Click OK. The Template LSR confirmation box opens.**

```
┌─────────────────────────────────────────────────────────────┐
│ Template LSR                                             [X] │
├─────────────────────────────────────────────────────────────┤
│                                                              │
│   ┌──┐   You have created a new template that has the        │
│   │i │   following information:                               │
│   └──┘          PON:   PORT ORDERS                            │
│                 Ver:   01                                     │
│              Status:   Template                               │
│                                                              │
│           You have copied information from                   │
│                 PON:   N200111004                            │
│           into this new template.                            │
│                                                              │
│                    ┌──────────┐                              │
│                    │    OK    │                              │
│                    └──────────┘                              │
│                                                              │
└─────────────────────────────────────────────────────────────┘
```

4. **Click OK. LEX inserts the new template LSR within the active in-box sort order and the LSR, LSR Admin tab is open.**

Note: Fields are read-only. To use the template, you must copy it.

Creating an admin template on an LSR

This action allows you to create a template for only the **LSR Admin**, **LSR Billing**, and **LSR Contact** tab information. **End User** and service-specific tab information including the **Hunt Group** tab will be blank so that you can enter information specific to your customer.

1. **In your in-box highlight, then double-click the PON for which you want to create a template.**

2. **From the Actions menu, choose Template LSR>Template Admin Info. The Template LSR dialog box opens. Type a unique PON for the new LSR template.**

3. **Click OK. The Template LSR confirmation box opens.**

4.   **Click OK. LEX inserts the new template LSR within the active in-box sort order and the LSR, LSR Admin tab is open.**

Note: Fields are read-only. To use the template, you must copy it.

Copying LSRs

The **Copy LSR** options allow you to create a copy of another LSR. You may copy the LSR as is or copy it and change the **Activity Type**.
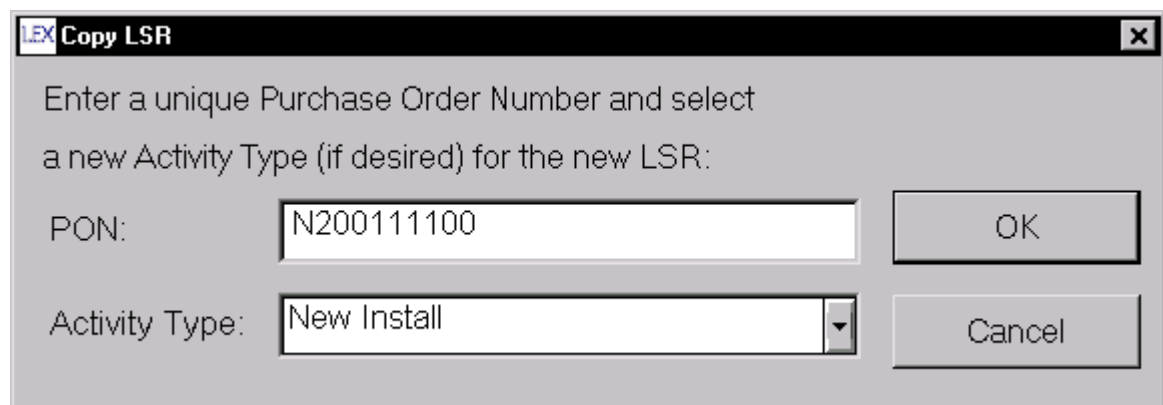
This option is useful when you have LSRs for multiple customers who, with a few exceptions, have identical information. Also, you may use this option when an LSR was created under the wrong **Activity Type**. This allows a copy of the LSR to be made and the **Activity Type** changed without retyping the LSR.

If you've set up LSR templates, use this procedure to copy your template. See *Chapter 4, Processing Local Service Requests (LSRs), Creating and Using Template LSRs,* for more information on templates.

Copying a full LSR

The **Copy Full LSR** option allows you to copy all LSR information in its entirety (all tabs with data). If you've set up LSR templates, use this procedure to copy your template.

1. **In your in-box highlight, then double-click the PON you want to copy.**

2. **From the Actions menu, choose Copy LSR>Copy Full LSR. The Copy LSR dialog box opens. Type a unique PON for the new LSR. The Activity Type defaults to that of the copied LSR.**

3.   **Click OK. The Copy LSR confirmation box opens.**

4. **Click OK or press Enter. LEX inserts the new, copied LSR within the active in-box sort order.**
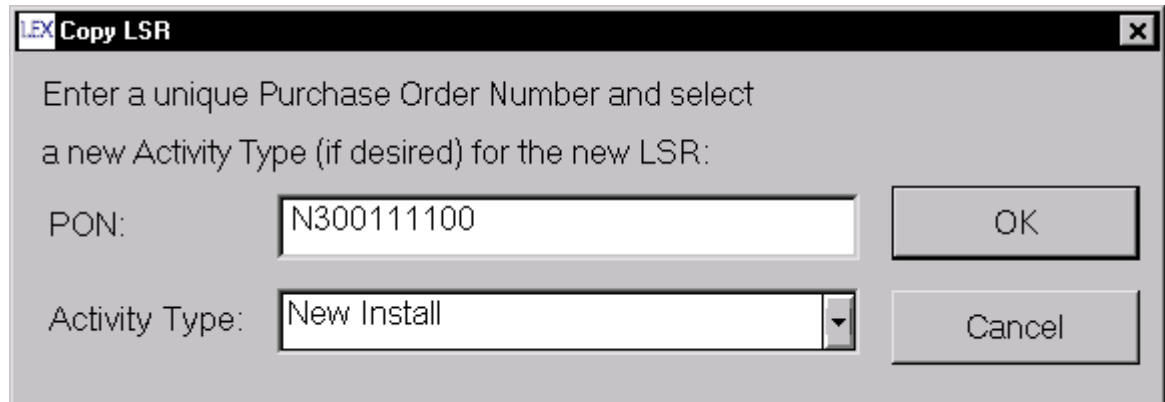

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** *tab in the* **LSR** *window for Pacific Bell/Nevada Bell local wholesale customers:* **AENG***,* **SCA***, and* **SPEC***. The* **SC** *field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

Copying admin information only for an LSR

The **Copy Admin Info** option allows you to copy only **LSR Admin**, **LSR Billing**, and **LSR Contact** tab information. **End User** and service-specific tab information including the **Hunt Group** tab will be blank so that you can enter information specific to your customer. If you've set up an LSR template with general information, use this procedure to copy your template.

1. **In your in-box highlight, then double-click the PON you want to copy.**

2. **From the Actions menu, choose Copy LSR>Copy Admin Info. The Copy LSR dialog box opens. Type a unique PON for the new LSR. The Activity Type defaults to that of the copied LSR.**

3.   **Click OK. The Copy LSR confirmation box opens.**

4. **Click OK or press Enter. LEX inserts the new, copied LSR within the active in-box sort order.**

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC.** The **SC** field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

Copying an LSR and changing the Activity Type

Both the **Copy Full LSR** and the **Copy Admin Info** options allow you to copy LSR information and at the same time select another **Activity Type**. If you don't select a different **Activity Type**, the copy you create will default to the original **Activity Type** for the LSR. If you've set up an LSR template with general information, use this procedure to copy your template.

Note: If a field contains data on the original LSR and that field is "active" for the new **Activity Type***, the data will be copied from the original LSR with the exception of the following fields:* **DDD** *(Desired Due Date),* **DDDO** *(Desired Due Date Out),* **DFDT** *(Desired Frame Due Time),* **Date/Time Sent***, and* **EDD** *(Expected Due Date).*

1. **In your in-box highlight, then double-click the PON for which you want to change the Activity Type.**
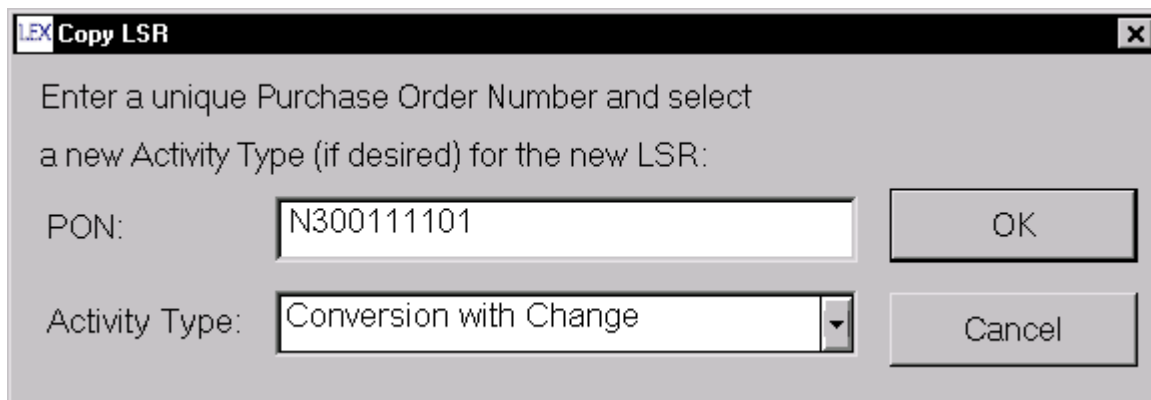

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC**. The **SC** field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

---

2. **From the Actions menu, choose Copy LSR>Copy Admin Info or Copy LSR>Copy Full LSR. The Copy LSR dialog box opens. Type a unique PON for the new LSR and select the new Activity Type.**

3. **Click OK. The Copy LSR confirmation box opens.**

4. **Click OK or press Enter. LEX inserts the new, copied LSR within the active in-box sort order. Note that within the LSR window the Activity Type is now changed from "New Install" to "Conversion with Change."**

Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** *tab in the* **LSR** *window for Pacific Bell/Nevada Bell local wholesale customers:* **AENG**, **SCA***, and* **SPEC***. The* **SC** *field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

5. **The PON with the old Activity Type can be deleted if you want to remove it from the LEX database. See** *Deleting LSRs***,** *Deleting the selected LSR only***, in this chapter for more information.**

Supplementing LSRs

The supplement feature allows you to make changes to a previously issued LSR. The **Supplement LSR** options (**Cancel LSR**, **New DDD**, and **Other Changes**) can only be performed on LSRs with the status of "Issued," "Processed," "Jeopardy," and "FOC." By selecting **Supplement LSR**, you can cancel an LSR, change the desired due date, or make other modifications to the LSR. The supplement process copies the LSR, records the supplement type, and increments the version number by one. The LSR is then available for updating. LEX inserts the "New" version of the LSR within the current sort order of your in-box.

Each time you perform a supplement on an LSR, the **SUP** field is updated for that LSR. Canceled LSRs have a **SUP** of 1; LSRs with changed **DDD** and **Remarks** have a **SUP** of 2; and LSRs processed with other modifications have a **SUP** of 3.

Canceling an LSR

The **Cancel** option allows you to notify Southwestern Bell or Pacific Bell/Nevada Bell that work requested on a previously issued LSR is no longer required. When you cancel the selected LSR, LEX not only cancels that version, but also deletes all previous versions of that LSR across all in-boxes in your company. Subsequent versions of the LSR remain unchanged. LSRs awaiting response from OSSs (status of "Issued," "Processed," "Jeopardy," and "FOC") can be canceled.

When you submit a cancel request, LEX creates a supplement that notifies Southwestern Bell's or Pacific Bell/Nevada Bell's OSSs to cancel the original request for service.

LSRs in LEX not awaiting response from OSSs (status of "New," "Worked," "Complete," "Fatal Error," "Super Fatal," "Supplement," "Cancel FOC," or "Template") can be deleted by using the **Delete LSR** option under the **Actions** menu. See *Deleting LSRs* in this chapter for the step-by-step procedures.

1. **In your in-box highlight, then double-click the PON that you want to cancel. The PON must have a status of "Issued," "Processed," "Jeopardy," or "FOC."**

2. **From the Actions menu, choose Supplement LSR>Cancel LSR. The Cancel LSR confirmation box opens.**
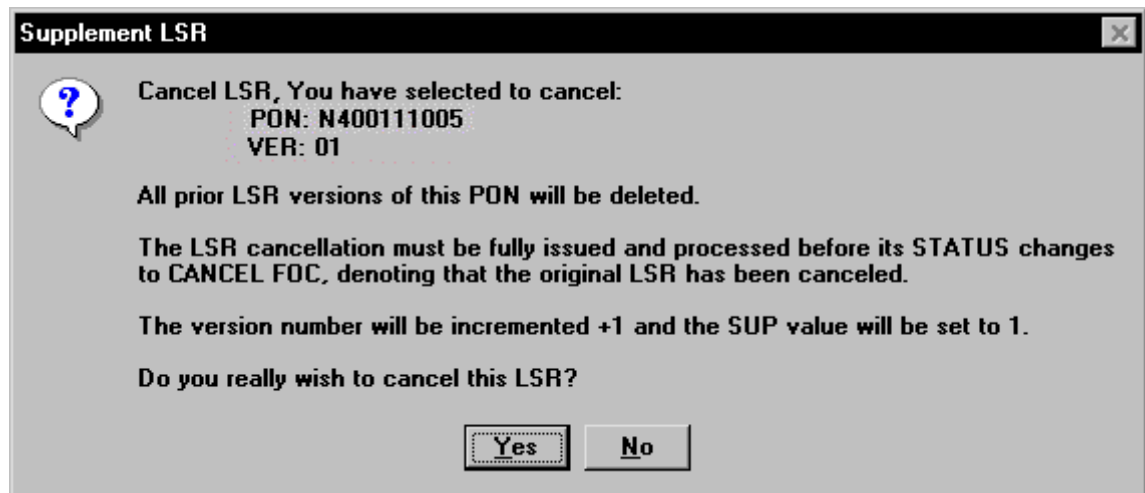
Supplement LSR   ✕

❓   Cancel LSR, You have selected to cancel:
          PON: N400111005
          VER: 01

All prior LSR versions of this PON will be deleted.

The LSR cancellation must be fully issued and processed before its STATUS changes to CANCEL FOC, denoting that the original LSR has been canceled.

The version number will be incremented +1 and the SUP value will be set to 1.

Do you really wish to cancel this LSR?

                    [**Yes**]   [**No**]

---

3. **If you've selected the correct PON and you wish to cancel the LSR, click Yes or press Enter. Otherwise, click No. If you click Yes, version 1 of the PON is deleted and version 2 remains with a status of "Cancel FOC." Note that LEX inserts version 2 of the PON within the current in-box sort order.**

Note: The **SUP** *field value when you cancel a* **PON** *is always 1.*

Changing the desired due date on an LSR

When the **New DDD** option to the **Supplement LSR** process is selected, you can only modify the **DDD** and **Remarks** fields. LEX generates the proper supplement type of 2. Use the **Other Changes** option to the **Supplement LSR** process to change other fields on the LSR.

1. **In your in-box highlight, then double-click the PON for which you want to change the Desired Due Date. The PON must have a status of "Issued," "Processed," "Jeopardy," or "FOC."**

2. **From the Actions menu, choose Supplement LSR>New DDD. The Supplement LSR confirmation box opens.**
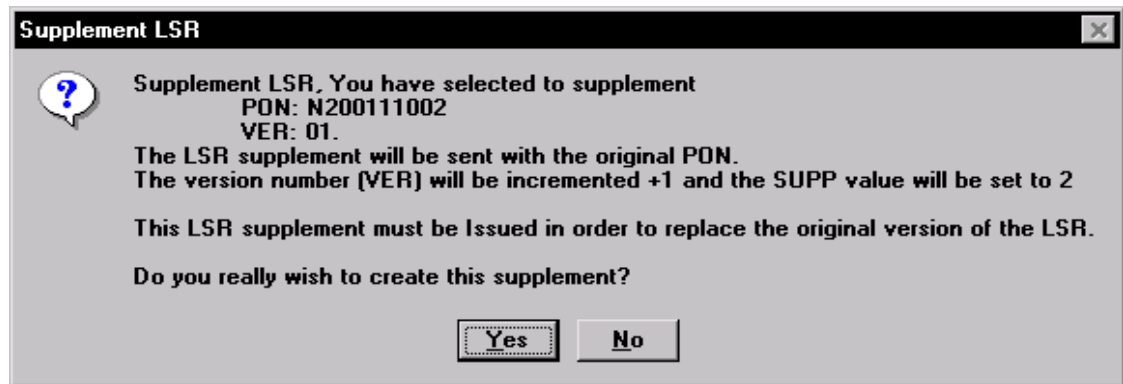
3. **If you've selected the correct PON and you wish to change the desired due date (DDD) for the LSR, click Yes or press Enter. Otherwise, click No. If you click Yes, version 1 of the PON displays in your in-box with the status of "Supplement." Version 2 of the PON displays in your in-box with the status of "New." Note that LEX inserts the new PON within the current in-box sort order.**

Note: The **SUP** *field value when you change the* **DDD** *on a* **PON** *is always 2.*

4. **On the LSR Admin tab, type the new Desired Due Date (DDD).**

5. **On the LSR Remarks tab, type new or modify existing remarks (if applicable).**

6. **From the File menu, select Save to save the new DDD and Remarks (if applicable).**

7. **From the Actions menu, select Issue to reissue the LSR with the modifications you've just saved. See** *Issuing LSRs* **in this chapter for more information.**

Making modifications to an LSR

1. **In your in-box highlight, then double-click the PON you want to modify. The PON must have a status of "Issued," "Processed," "Jeopardy," or "FOC."**

2. **From the Actions menu, choose Supplement LSR>Other Changes. The Supplement LSR confirmation box opens.**
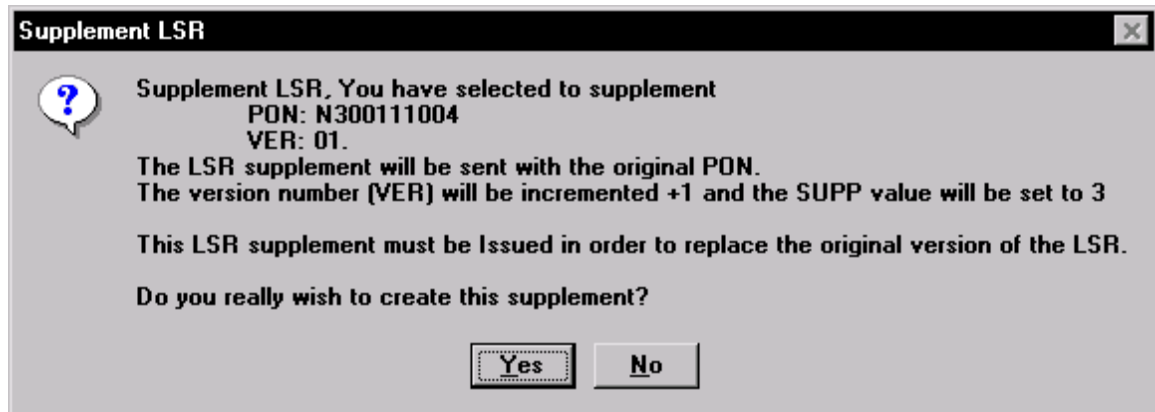
```
┌─────────────────────────────────────────────────────────────────────┐
│ Supplement LSR                                                    [×] │
├─────────────────────────────────────────────────────────────────────┤
│   ?    Supplement LSR, You have selected to supplement                │
│               PON: N300111004                                         │
│               VER: 01.                                                │
│        The LSR supplement will be sent with the original PON.         │
│        The version number (VER) will be incremented +1 and the SUPP   │
│        value will be set to 3                                         │
│                                                                       │
│        This LSR supplement must be Issued in order to replace the     │
│        original version of the LSR.                                   │
│                                                                       │
│        Do you really wish to create this supplement?                  │
│                                                                       │
│                        [  Yes  ]    [  No  ]                          │
└─────────────────────────────────────────────────────────────────────┘
```

3. **If you've selected the correct PON and you wish to make modifications to the displayed LSR, click Yes or press Enter. Otherwise, click No. if you click Yes, version 1 of the PON displays in your in-box with the status of "Supplement." Version 2 of the PON displays in your in-box with the status of "New." Note that LEX inserts the new PON within the current in-box sort order.**

*Note: The screen sample shows fields for Southwestern Bell local wholesale customers. The following fields are grayed on the **LSR Admin** tab in the **LSR** window for Pacific Bell/Nevada Bell local wholesale customers: **AENG**, **SCA**, and **SPEC**. The SC field is active and required for Pacific Bell/Nevada Bell local wholesale customers.*

*The **SUP** field value when you make other modifications to a **PON** is always 3.*

4. **Make your modifications to the "New" LSR.**

5.   **From the File menu, select Save to save your changes.**

6.   **From the Actions menu, select Issue to reissue the LSR with the modifications you've just saved. See** *Issuing LSRs* **in this chapter for more information.**

Clearing Optional Forms

The **Clear Optional Forms** option allows you to clear all data from one or more optional forms based on the **REQTYP** (Requisition Type) and **ACT** (Activity Type) of the selected LSR. This option is enabled for only 3 types of LSRs: those with a status of "New" that have never been issued, those with a status of "New" that have a supplement code of 3, or those with a status of "New" that are created as a result of processing errors. When you select this option, only those forms that are optional for the selected LSR will be available to clear.

1. **In your in-box highlight, then double-click the PON for which you want to clear form(s).**

2. **From the Actions menu, choose Clear Optional Forms.**

3. **If you've made changes to the LSR, LEX will prompt you first to save them. Click Yes and your changes are saved. Click No and your changes will not be saved.**
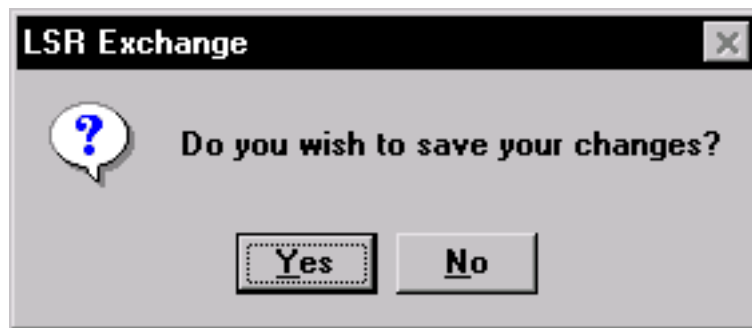
Note: This step required only when unsaved edits have already been made to the LSR before selecting the **Clear Optional Forms** *action.*

4. **The Clear Optional Forms dialog box opens.**
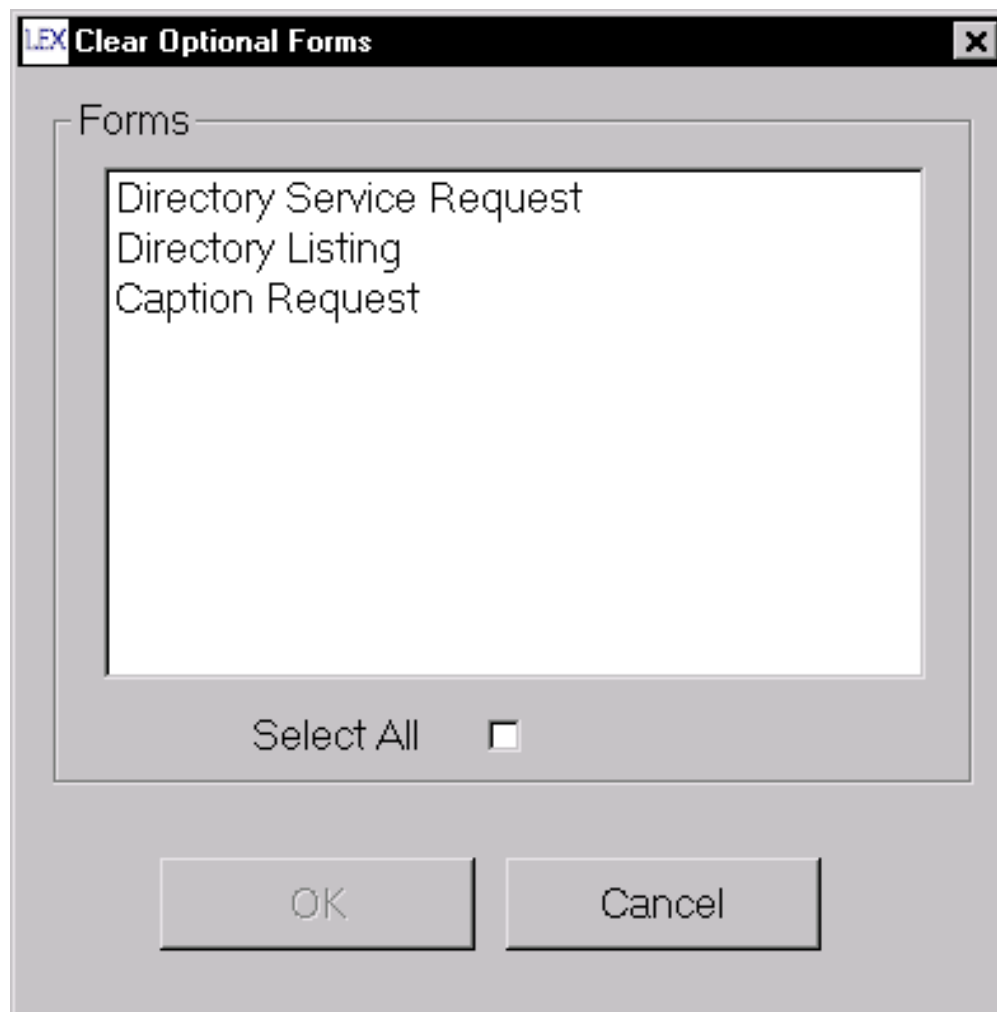
Note: If the selected LSR has no optional forms, you'll receive the following message:

5. **Select the form(s) you want to clear.**

Note: For forms with multiple sub-tabs (e.g., the **End User** *tab) and sub-windows (e.g., the DSR* **Listing/Caption** *tab) in LEX, you must delete the entire tab. LEX will automatically select the tabs with sub-tabs and/or sub-windows even if you have not selected them.*

6. **Click OK. The Clear Optional Forms confirmation box opens.**
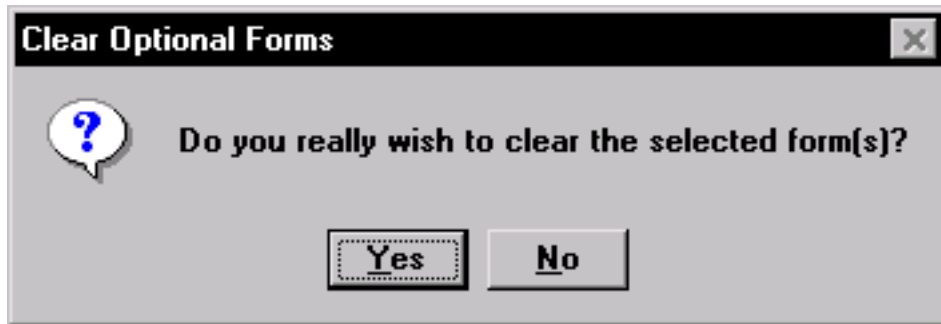
7. **Verify your selections and click Yes to clear the selected forms. Clicking Yes immediately clears the selected form(s) and returns the message shown below. (Clicking No returns you to the Clear Optional Forms dialog box where you can select the correct forms or click Cancel to exit the procedure. See step 4.)**

8. **Click OK.**

Issuing LSRs

Issuing an LSR

By selecting the **Issue** option from the **Actions** menu, you can issue an LSR. Issuing an LSR means you are releasing it for transmission to our OSS systems to be processed and worked.

1. **In your in-box highlight, then double-click the PON you want to issue.**

2. **From the Actions menu, choose Issue LSR. The Issue LSR confirmation box opens.**

```
┌─ Issue LSR ──────────────────────────────────────────── ☒ ┐
│                                                            │
│   ╭─╮   You are about to issue the following LSR:          │
│  │ ? │       PON:    N200111002                            │
│   ╰─╯        Ver:    02                                    │
│            Status:   New                                   │
│                                                            │
│   When the LSR is issued, the status will change and LEX   │
│   will transmit the LSR to the interfacing Operational     │
│   Support Systems for further processing.                  │
│                                                            │
│   Do you wish to issue this LSR?                           │
│                                                            │
│               ┌─────────┐   ┌─────────┐                    │
│               │  Yes    │   │   No    │                    │
│               └─────────┘   └─────────┘                    │
└────────────────────────────────────────────────────────────┘
```
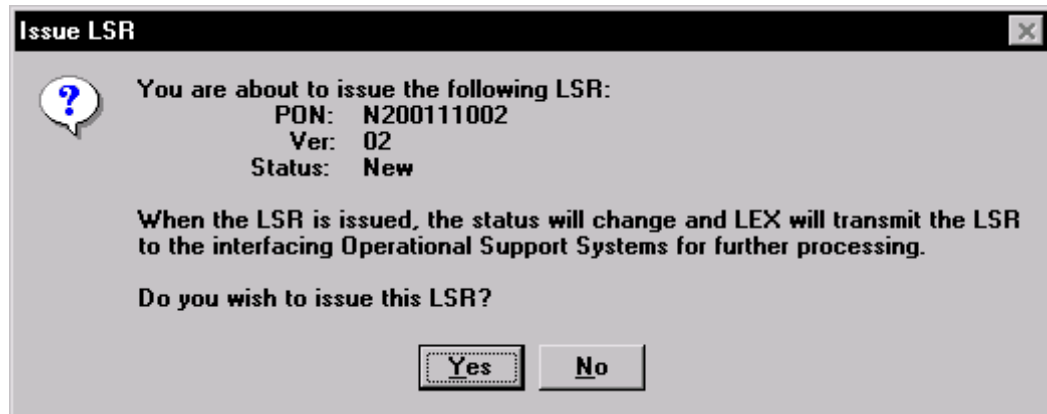
Note: If you try to issue the LSR before you've saved your changes, LEX prompts you to save your changes first.

3. **On the Issue LSR confirmation box, click Yes or press Enter. If all required tabs and fields are not completed, you will receive a message box advising which fields are missing. Complete the necessary fields then repeat this procedure beginning with step 2.**

4. **The LSR now displays in your in-box as "Issued." Once the LSR is processed, the status will change to "Processed."**

Note: If your LSR is unable to transmit immediately, you will receive the following message box. The LSR will remain in "Pending" status until it successfully transmits.
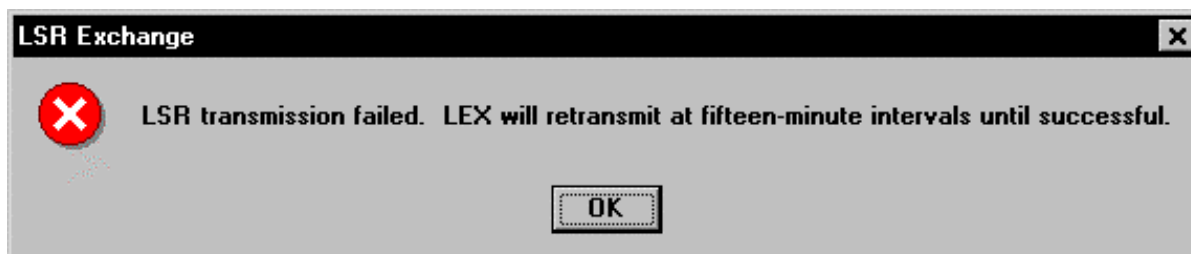
Warning! An LSR may pass initial edits and be rejected by an LSC representative later in the process. These LSRs will receive a manual rejection rather than a mechanized rejection (i.e., returned to LEX with an "Fatal Error" or "Super Fatal" status).

Deleting LSRs

LSRs in LEX not awaiting notification or confirmation from our OSSs (status of "New," "Worked," "Complete," "Fatal Error," "Super Fatal," "Supplement," "Cancel FOC," or "Template") can be deleted. If you want to delete the active LSR and all prior versions or the active LSR only, use one of the **Delete LSR** options under the **Actions** menu.

LSRs awaiting response from our OSSs (status of "Issued," "Processed," "Jeopardy," and "FOC") can be canceled. When you submit a cancel request, LEX creates a supplement that notifies Southwestern Bell's OSSs to cancel the original request for service. If you want to remove a PON with a status of "Issued," "Processed," "Jeopardy," or "FOC," use the **Supplement LSR**>**Cancel LSR** option under the **Actions** menu. See *Supplementing LSRs, Canceling an LSR,* in this chapter for the step-by-step procedure.

Deleting the selected LSR and all prior versions

Use this option if you want to delete all versions of an LSR once it's processed error-free or when the LSR reaches its final status. The prior versions are deleted across all in-boxes within your company.

1. **In your in-box highlight, then double-click the latest version of the PON you want to delete.**

2. **From the Actions menu, choose the Delete LSR option, then click the "Selected LSR and prior versions" selection. The Delete LSR confirmation box opens.**
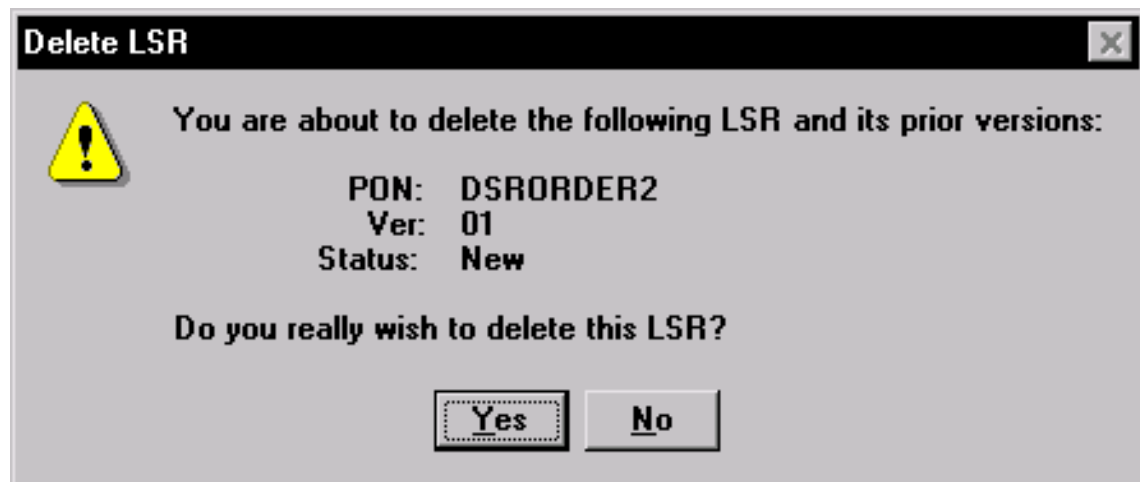
3. **Click Yes or press Enter. After you click Yes, all versions of that PON no longer display in any in-box in your company.**

Deleting the selected LSR only

When you use this option to delete a PON, LEX removes only the selected version of the LSR. If the PON has other versions, either in your own in-box or the in-box of others within your company, those will remain in the LEX database.

1. **In your in-box highlight, then double-click the version of the PON you want to delete.**

2. **From the Actions menu, choose the Delete LSR option, then click the "Selected LSR only" selection. The Delete LSR confirmation box opens.**

```
┌─────────────────────────────────────────────────────┐
│ Delete LSR                                      [×]  │
├─────────────────────────────────────────────────────┤
│   ⚠    You are about to delete the following LSR:    │
│                                                      │
│                PON:   N200111001                     │
│                Ver:   01                             │
│             Status:   New                            │
│                                                      │
│        Do you really wish to delete this LSR?        │
│                                                      │
│              ┌────────┐   ┌────────┐                 │
│              │  Yes   │   │  No    │                 │
│              └────────┘   └────────┘                 │
└─────────────────────────────────────────────────────┘
```

3. **Click Yes or press Enter. After you click Yes, that version of the PON no longer displays in your in-box.**

Automatic updating of your in-box statuses

Setting your in-box refresh rate

This option allows you to set the rate of refresh for your in-box. Each time your in-box refreshes, it updates the statuses of all your PONs. The refresh rate selections are 2 minutes, 5 minutes, 10 minutes, 15 minutes, and In-box Refresh Off. The default setting is "In-box Refresh Off."

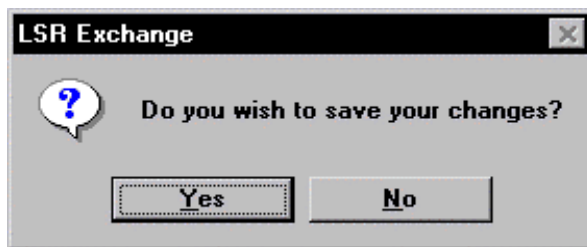1. **From the Actions menu, choose the Set In-box Refresh Rate option. The In-box Refresh Rate dialog box opens.**
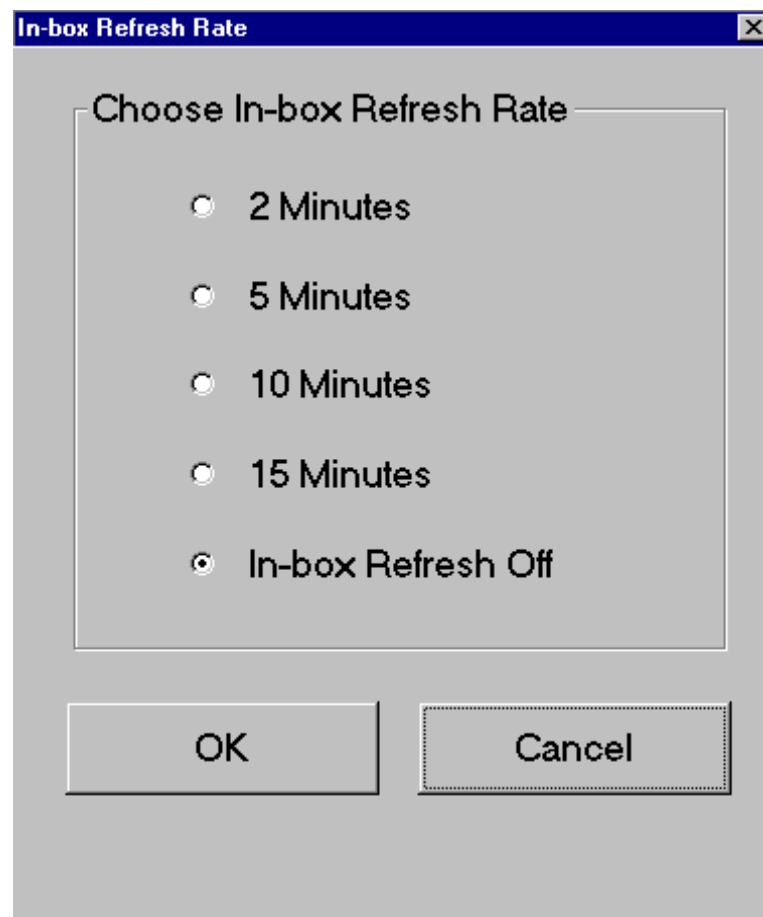
2. **Click the rate you want.**

3. **Click OK.**

Saving LSRs

Saving your work

1. **From the File menu, select Save.**

2. **If you try to go to another LSR or exit the system without saving your work, the system will prompt you with the following dialog box:**
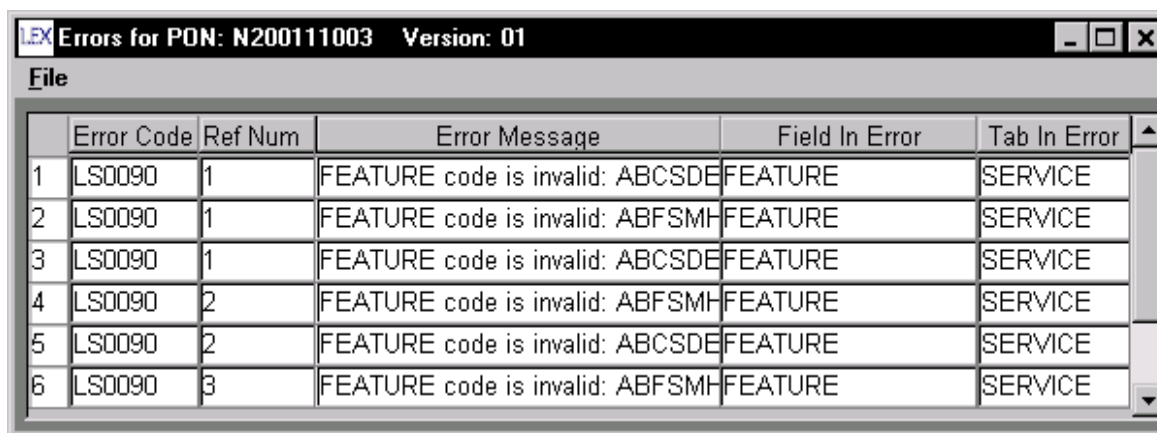
3. **If you wish to save your changes, click Yes or press Enter. If you do not, click No.**

Viewing and Processing LSR Errors

Viewing errors on an LSR

This option works only for LSRs with Version 2 (**Ver** field) or higher created as a result of processing errors returned by our OSS systems. LSRs with errors are returned with statuses of "Fatal Error" or "Super Fatal."

1. **In your in-box highlight, then double-click the PON for which you want to view errors.**

2. **From the View menu, choose View Errors. The errors for that PON display in the Errors window.**

	Error Code	Ref Num	Error Message	Field In Error	Tab In Error
1	LS0090	1	FEATURE code is invalid: ABCSDE	FEATURE	SERVICE
2	LS0090	1	FEATURE code is invalid: ABFSMH	FEATURE	SERVICE
3	LS0090	1	FEATURE code is invalid: ABCSDE	FEATURE	SERVICE
4	LS0090	2	FEATURE code is invalid: ABFSMH	FEATURE	SERVICE
5	LS0090	2	FEATURE code is invalid: ABCSDE	FEATURE	SERVICE
6	LS0090	3	FEATURE code is invalid: ABFSMH	FEATURE	SERVICE

Errors for PON: N200111003   Version: 01

File

Note: Not all items will be returned with a corresponding **Ref Num***, for instance, those errors at the LSR level.*

All columns in list boxes are sizable. That includes your in-box, **Search Results** *window,* **Jeopardy** *tab, and LSR Error list on the* **Error** *tab. When you move your mouse pointer close to the edge of a column heading in the list box, it changes to a two-headed arrow and you can resize the column.*

3. **The list stays open as long as you like and you can make entries to LEX with the window open. You may use the list to process your errors and re-issue the LSR.**

4. **You may also print the list by clicking File, then select Print while in the Errors window.**

5. **When you finish with the window, click File, then Close.**

Processing errors

By selecting the **Process Errors** option from the **Actions** menu, you can fix the errors for an LSR. LEX returns two types of error status: "Fatal Error" and "Super Fatal." These error statuses on an LSR represent LSRs that have been returned to LEX from our OSS systems. An LSR is returned to LEX with errors regardless of whether the errors occur in the LSR or DSR portion. Our OSSs provide LEX with the error code, reference number, error message, field name, and tab location for each error.

When you process errors, LEX sets the original LSR's status to "Worked" and creates an LSR with a status of "New" and a supplement type of 3. All error tabs and fields are highlighted in yellow for correction on this "New" LSR. LEX inserts the "New" version of the LSR within the current sort order of your in-box.

"Super Fatal" errors are errors in the **CCNA** and **PON** field, or when a supplemental request is received before an initial request. Processing errors for both error status codes remains the same.

Note: If you receive errors on an LSR that you don't know how to correct, contact your Local Service Center representative.

Warning!   An LSR may pass initial edits and be rejected by an LSC representative later in the process. These LSRs will receive a manual request for a supplement rather than a mechanized rejection (i.e., "Fatal Error" or "Super Fatal" status).

Processing errors on an LSR

1. **In your in-box highlight, then double-click the PON for which you want to process errors.**

2. **From the Actions menu, choose Process Errors. The Process Errors confirmation box opens.**
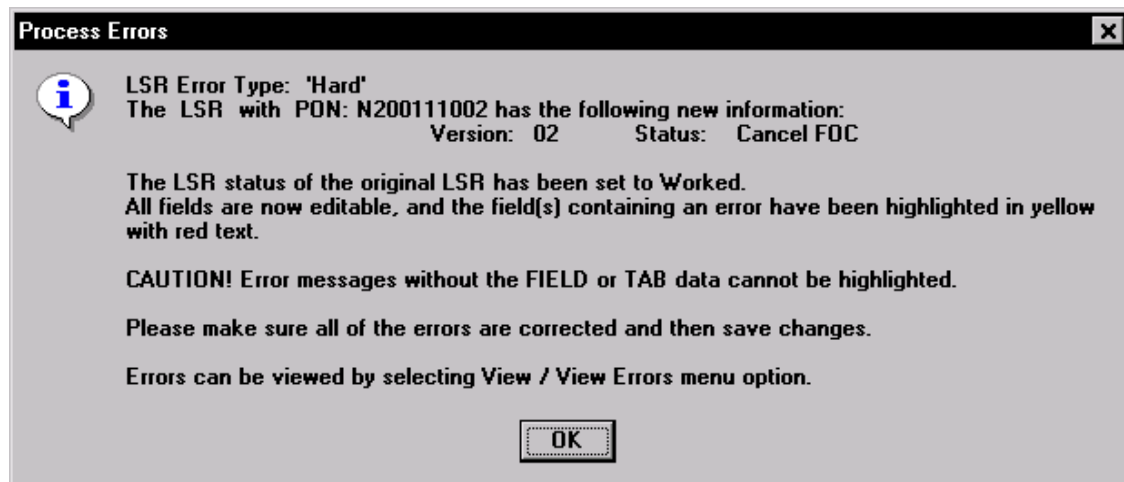
```
┌─────────────────────────────────────────────────────────────────────────┐
│ Process Errors                                                        [X] │
├─────────────────────────────────────────────────────────────────────────┤
│  ⓘ   LSR Error Type:  'Hard'                                              │
│      The LSR  with  PON: N200111002 has the following new information:    │
│                          Version:  02        Status:   Cancel FOC         │
│                                                                           │
│      The LSR status of the original LSR has been set to Worked.           │
│      All fields are now editable, and the field(s) containing an error    │
│      have been highlighted in yellow with red text.                       │
│                                                                           │
│      CAUTION! Error messages without the FIELD or TAB data cannot be      │
│      highlighted.                                                         │
│                                                                           │
│      Please make sure all of the errors are corrected and then save       │
│      changes.                                                             │
│                                                                           │
│      Errors can be viewed by selecting View / View Errors menu option.    │
│                                                                           │
│                              ┌─────────┐                                  │
│                              │   OK    │                                  │
│                              └─────────┘                                  │
└─────────────────────────────────────────────────────────────────────────┘
```

3. **Click OK. Version 2 of the PON now displays within the active in-box sort order. All tabs and fields with errors are highlighted in yellow.**

Note: The **Error** *tab no longer is available once you choose to process errors.*

4. **You may view all errors while working on the PON corrections by selecting View>View Errors. The following window opens. You can leave this window open while processing your errors. This step is not necessary to process errors.**

	Error Code	Ref Num	Error Message	Field In Error	Tab In Error
1	LS0090	1	FEATURE code is invalid: ABCSDE	FEATURE	SERVICE
2	LS0090	1	FEATURE code is invalid: ABFSMH	FEATURE	SERVICE
3	LS0090	1	FEATURE code is invalid: ABCSDE	FEATURE	SERVICE
4	LS0090	2	FEATURE code is invalid: ABFSMH	FEATURE	SERVICE
5	LS0090	2	FEATURE code is invalid: ABCSDE	FEATURE	SERVICE
6	LS0090	3	FEATURE code is invalid: ABFSMH	FEATURE	SERVICE

Errors for PON: N200111003   Version: 01

Note: Not all items will be returned with a corresponding **Ref Num,** *for instance, those errors at the LSR level. For errors at the LSR level, the* **Ref Num** *column is blank.*

All columns in list boxes are sizable. That includes your in-box, **Search Results** *window,* **Jeopardy** *tab, and LSR Error list on the* **Error** *tab. When you move your mouse pointer close to the edge of a column heading in the list box, it changes to a two-headed arrow and you can resize the column.*

5. **Correct your errors and re-issue the PON.**

Note: LEX identifies the **Ref Num** *on all reference number errors, where applicable. Although LEX specifies the individual* **Ref Num***(s) with the associated error message, LEX highlights the field in error for all reference numbers on the LSR. LEX will not make any changes to the reference number generation process that occurs as corrections are made to errors. When processing LSRs with multiple* **Ref Num** *errors, we recommend that you process errors from the highest to the lowest numbers since deletions will not be renumbered in the error listing.*

Printing LSRs

Currently, LEX has the same printing functionality as that of Microsoft Windows®. For detailed instructions for setting up your printer, printing documents, viewing documents waiting to be printed, changing your printer settings, and troubleshooting printing problems, see the Contents tab in your Windows 95 or Windows NT application's Online Help.

Setting up your printer for screen prints

When using the **Print Screen** selection on the **File** menu, **Print** option, you need to change your printer setting from portrait to landscape so the entire LSR desktop window will be included in your print.

1. **From the File menu, choose Printer Setup. The Printer Setup dialog box opens.**

2. **Highlight the printer you want, then click Setup. The Properties window for the printer you selected opens.**
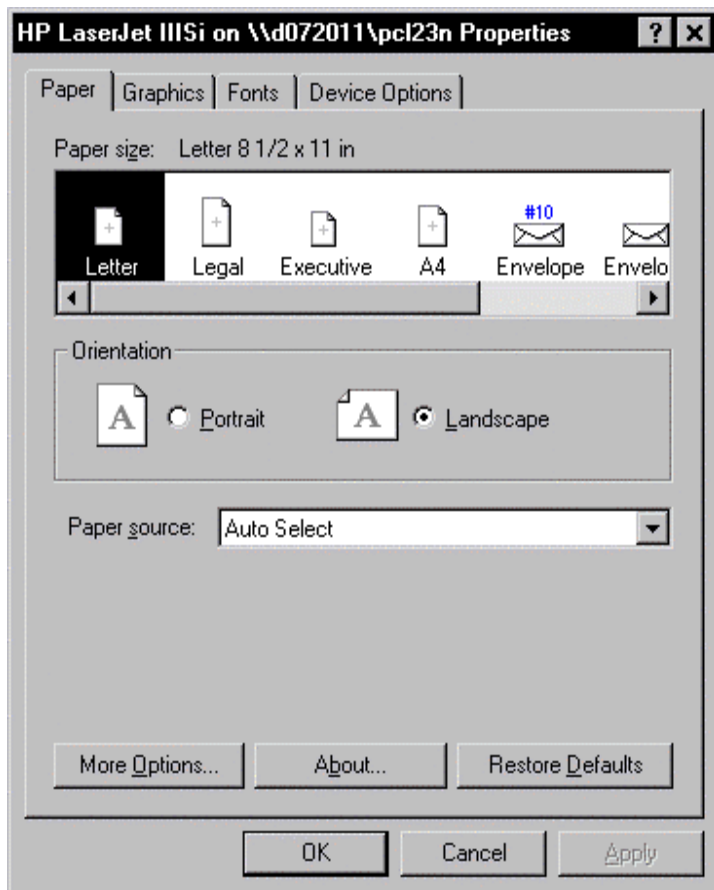
3. **If you are printing on 8 ½-by-11 inch paper, select the Paper Size Letter. Click the Landscape Orientation, then click OK.**

Note: The LSR windows are large and if you print them oriented as portrait, part of the window will print on a second page. Landscape prints show the entire tab on one page.

    4.   **The Printer Setup dialog box opens again. Click OK. Your printer is now set up and ready for you to print.**

Note: When you finish printing, use this procedure to change your printer settings back to portrait if you print from other applications on your PC or use the **Print Forms** *option from the* **File** *menu.*

Printing the LSR desktop screen

The **Print Screen** selection of the **Print** option on the **Actions** menu allows you to print the screen as it looks in LEX. Be sure you've changed your printer setup from portrait to landscape before completing the steps below. See *Setting up your printer for screen prints* for procedures.

    1.   **Locate and open the LSR you want to print.**

    2.   **Select the tab you want to print.**

    3.   **From the File menu, choose the Print option, Print Screen selection.**

    4.   **Continue steps 2 and 3 until you've printed all the LSR/DSR tabs you want.**

Setting up your printer for printing LSR form(s)

You may not need to change your printer settings, but if you experience problems printing forms from the **File** menu, **Print** option, **Print Forms** selection in LEX, make these changes to your printer settings before contacting the IS Call Center.

1. **Click your Windows 95 or Windows NT Start button on your Taskbar.**
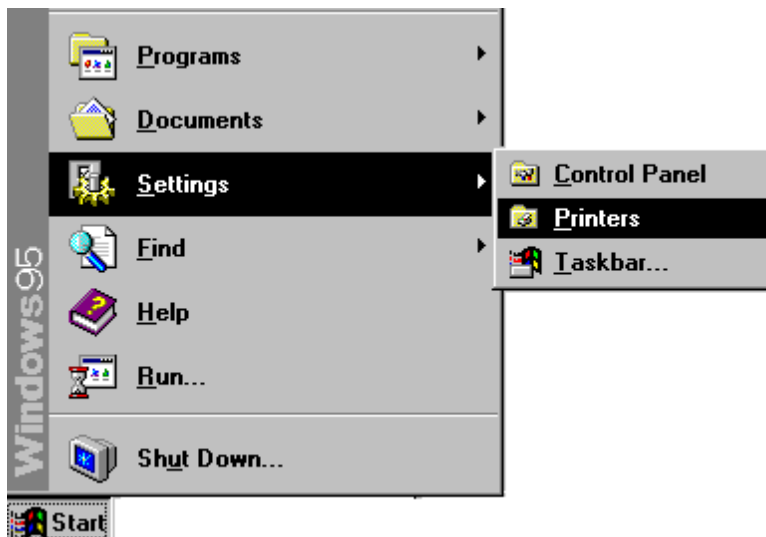
2. **Go to Settings, Printers. The Printers window opens.**

3.   Right click on your printer.

4. Select Properties. The printer Properties window opens.

5. **Select the Details tab.**

6. **Click the Spool Settings button. The Spool Settings window opens.**
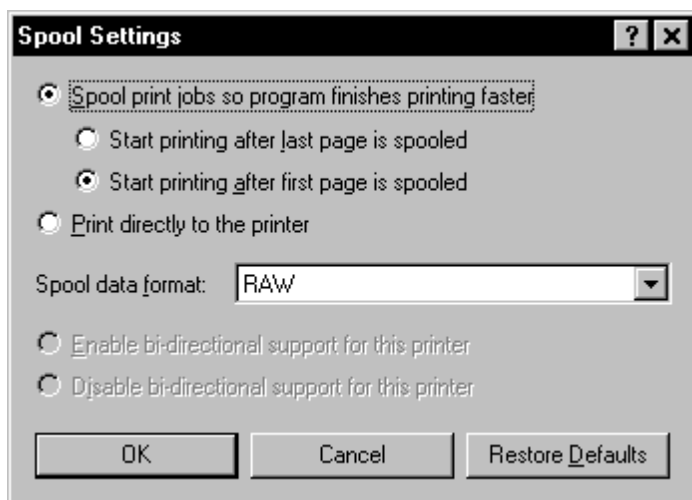
7. **Click the "Print directly to the printer" option and click OK.**
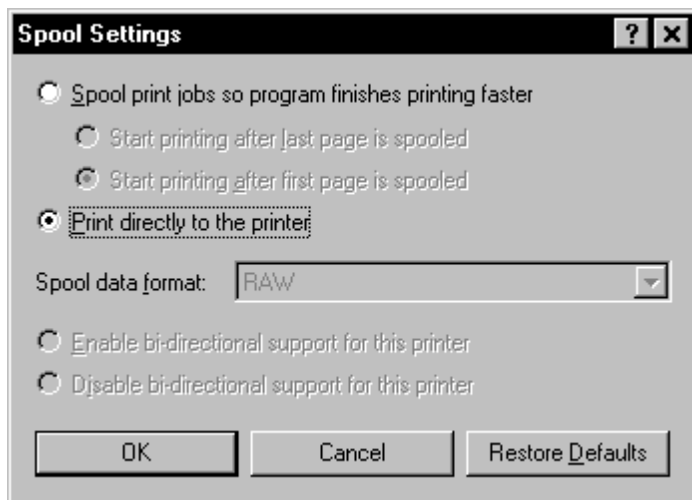
8. **Click the OK button in the printer Properties window.**

Printing your LSR form(s)

The **Print Forms** selection of the **Print** option on the **File** menu allows you to print all forms associated with the selected LSR.

1. **Locate and open the LSR you want to print.**

2. **From the File menu, choose the Print option.**

3. **From the Print option, choose Print Forms. The Print Forms dialog box opens.**
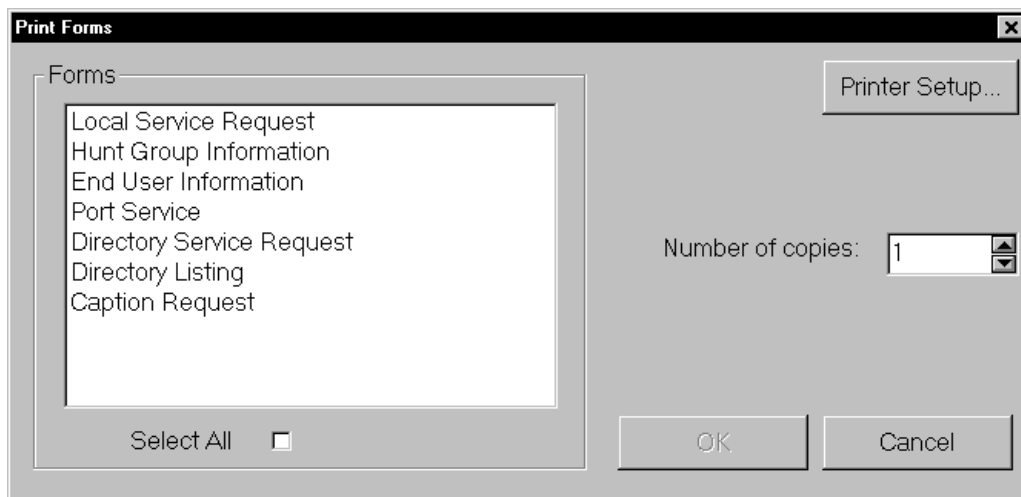
4. **Select one or more forms from the Forms box or click Select All to print all forms for that LSR. Indicate the number of copies and click OK.**

Note: Only those forms associated with the particular LSR display in the Print Forms dialog box.

Printing your in-box

The **Print In-box** selection of the **Print** option on the **File** menu allows you to print a list of all LSRs currently in your in-box. The listing will print in the same order as your in-box, with the fields the same, left to right, as they are on the LEX application. LEX temporarily disables your in-box refresh until the printout is completed.

1. **In your in-box, select the column and sort it in the order you want your list printed.**

2. **From the File menu, choose the Print option.**

3. **From the Print option, choose Print In-box. The Print message box displays while LEX sends the contents of your in-box to the printer.**

Printing your search results

See *Searching for, Viewing, and Sorting LSRs, Searching for LSRs* in this chapter for information on performing a search in LEX.

1. **Sort the LSRs in your Search Results window by clicking the column heading you want the list sorted by.**

2. **In your Search Results window, click File, then Print.**

Appendix A   Glossary

Word or Phrase	Definition
Bundled Services	Local services, such as business or residential lines.
CLEC	Acronym for Competitive Local Exchange Carrier.
Customer	Any individual, partnership, association, corporation, governmental agency, or any other entity that subscribes to the services offered to provide exchange telecommunications services for its use or for the use of its customers.
Customer Carrier Name Abbreviation (CCNA)	Abbreviation assigned to a local wholesale customer for use in ordering services from Southwestern Bell or Pacific Bell/Nevada Bell.
Directory Service Request (DSR)	Information required to order directory service for end users.
Directory Service Caption Request (DSCR)	Information required to order directory service caption listings for end users.
End User (EU)	This is the local wholesale customer's customer.
Firm Order Confirmation (FOC)	This order status indicates that the order has passed edits, been distributed to Southwestern Bell's or Pacific Bell/Nevada Bell's back-end systems, and has been assigned a due date.
LRAF	Acronym for Competitive Local Exchange Carrier Remote Access Facility.
Local Service Ordering Guidelines (LSOG)	Industry guidelines issued to describe the various ordering forms used to request local service.

Word or Phrase	Definition
Local Service Ordering Requirements (LSOR)	A document to aid the local wholesale customer in requesting Unbundled Network Elements (UNEs) and Resale Services (RS) from Southwestern Bell or Pacific Bell/Nevada Bell. This document is Southwestern Bell or Pacific Bell/Nevada Bell's version of the LSOG.
Local Service Provider	*See* **Local Wholesale Customer**.
Local Service Request (LSR)	Information required to order local service for end users.
Local Wholesale Customer	Company that sells local service to end-users.
Loop (LS)	*See* **Unbundled Local Loop**.
Loop with NP (LSNP)	*See* **Unbundled Local Loop** and **Number Portability**.
Loop with Switch Element (PS)	A Port that is a line or trunk side connection from a Southwestern Bell or Pacific Bell/Nevada Bell switch, cross connected to a Loop. *See also* **Unbundled Local Loop**.
LSC	Acronym for Local Service Center.
Network Provider	Company that sells bundled or unbundled services to the service provider.
Number Portability (NP)	Represents the ability of an end user to retain, at the same location, existing telephone numbers without impairment of quality, reliability, or convenience when switching from one telecommunications provider to another. There are two types of NP: Remote, based on remote call forwarding, and Direct, which is a DID (direct inward dial)-like trunk arrangement.
OSS	Acronym for Southwestern Bell's and Pacific Bell/Nevada Bell's Operational Support Systems.
Port	*See* **Unbundled Local Switching**.
PRAF	Acronym for Pacific Remote Access Facility.

Word or Phrase	Definition
Resale Services	Bundled services where the service provider is different from the network provider.
Retail Services	Bundled services where the service provider is the same as the network provider.
Route Index (RI)	Identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.
Service Order Completion (SOC)	The order status of "Complete" indicates that Southwestern Bell or Pacific Bell/Nevada Bell has completed the work associated with the order.
SWB	Acronym for Southwestern Bell.
Unbundled Local Loop	A two-way transmission path that connects an end-user's premise to our Central Office (CO). It is a Southwestern Bell or Pacific Bell/Nevada Bell facility that is leased by the local wholesale customer to provide local service to an end user.
Unbundled Local Switching	Connection from the switch to the line side of the main distribution frame, including the seven-digit line, dial tone, and associated vertical features.
Unbundled Network Elements (UNE)	Individual services or components marketed separately between Southwestern Bell or Pacific Bell/Nevada Bell and a local wholesale customer Service Center.
Verigate	Southwestern Bell's application that allows local wholesale customers to submit accurate LSRs. It is a graphical user interface (GUI) giving real-time access to SWB OSSs, making it possible to view pre-order information in a Windows environment.

Appendix B   Administrator User IDs

Obtaining an Administrator User ID

LEX has two types of user IDs: standard and administrative. Contact your Account Manager to secure the appropriate **User ID** form to have a **User ID** set up as an Administrative **User ID** or to change a User ID from standard to administrative. This form is also available by accessing the Extranet Web Site.

Reassigning LSRs

Administrative users in LEX can reassign any LSR in their company from one **User ID** to another. Before you can reassign LSRs, you must first perform a search to locate those LSRs you wish to reassign. *See Chapter 4, Processing Local Service Requests (LSRs), Searching for LSRs*, for more information.

This reassign function is useful for any number of scenarios, including reassigning LSRs when an employee resigns, reassigning LSRs with a specific status to one user in your company, or reassigning work while employees are on vacation.

1.   Locate the LSR(s) in the Search Results dialog box that you want to reassign.

2. **Click the drop down arrow in the User ID column for the LSR(s).**
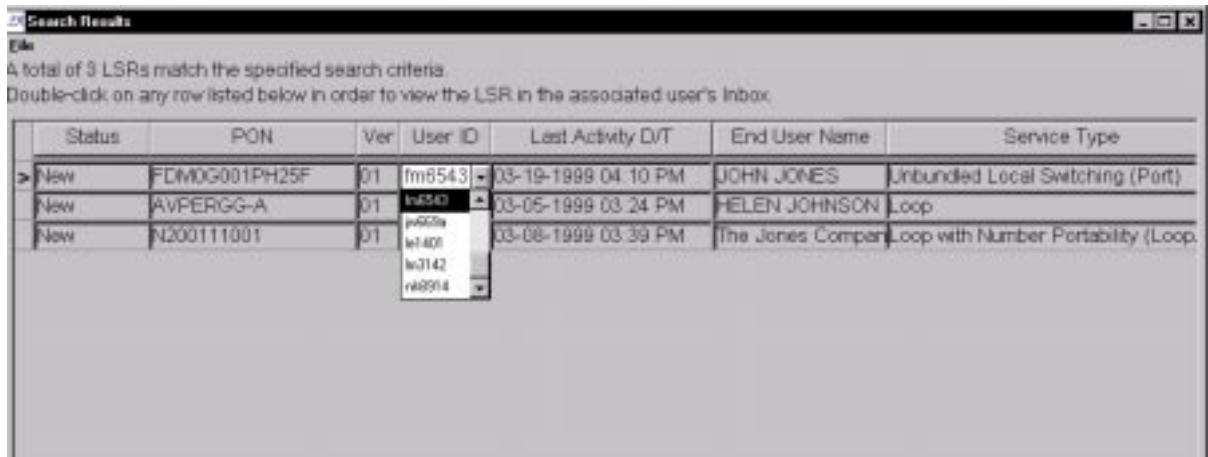
Note: If you do not have drop-down arrows in the **User ID** *column, your* **User ID** *is set as a standard user rather than an administrator user. Contact the IS Call Center at 314-235-7225.*

3. **Select the User ID to whom you want to reassign the LSR(s).**

4. **When you've completed your reassignments, click File, then Save on the Search Results window.**

Note: If another user has made changes to the LSR your are attempting to reassign, LEX responds with an error. You will need to re-execute your search and then reassign.

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